

UI *PERFORMS*

A LOOK AT NONMONETARY PERFORMANCE AND QUALITY

CY 2000

ATTACHMENT: UIPL 39-01

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UI PERFORMS

Nonmonetary Performance: A Look at Timeliness and Quality

This publication is intended for use by program specialists, managers and supervisors involved in the administration, production and review of nonmonetary determinations used to advise employers and claimants of benefit eligibility under State-administered unemployment insurance programs. All of the information contained in this report is in the public domain, having been reported by States to the National Office without personal identifying characteristics, as required by the Secretary of Labor.

Introduction

The publication is arranged by State, alphabetically. The data include:

1. Nonmonetary timeliness graphs of performance reported by States in the monthly ar9052 report from January 1998 through December 2000. The graphs illustrate State performance on the Tier I measure. [UIPL 37-99](#) supplies information on Tier I measures and their standards.

Currently, two nonmonetary determinations timeliness reports are required. The ar9052 shows how quickly the State issues a nonmonetary determination to resolve an issue after it has been detected, the Tier I measure. The ar9053 shows days elapsed between the week-ending date of the first week affected by the nonmonetary determination and the date the State detects an issue on the claim. Refer to [ETA Handbook 401](#) for full reporting instructions and definitions. Current workload and timeliness data for the ar9052 and ar9053 are available online at [UI PERFORMS Reports](#).

2. State nonmonetary quality scores for CY1998 through CY2000.

Graphs of State nonmonetary quality scores show performance with the weighted quality score. For full details about sampling and about producing the weighted quality scores which adjust results according to the numbers of separation and nonseparation nonmonetary determinations reported in the sampling universe, refer to [ETA Handbook 301](#) and [UIPL 10-97](#).

Graphs of the quality scores for the separation and the nonseparation samples include information about the level of invalid cases found in each.

3. Validation elements from the nonmonetary determination quality sample evaluation.

A report on [sample validity](#) is included in this publication. Invalid cases and cases where material cannot be found do not directly affect quality scores, but if the number of such cases exceeds the allowable threshold, the overall score for the sample is of questionable validity. [UIPL 35-96](#) contains sampling instructions.

A few quarterly reports are missing from the charts because the data are not available in the National Unemployment Insurance Database (UIDB). Since the production of the weighted quality score depends on the availability of the ar9052 in the UIDB, States which have had difficulty reporting timeliness figures cannot complete the transmission of their quality score data.

A report on the [accuracy of the dates](#) used to establish nonmonetary timeliness is included in this publication. The nonmonetary quality review includes the validation of timeliness reporting.

4. Quality scores by element.

In this publication, detailed graphs are used to show the types of problems which caused lowered quality scores on “Claimant” and “Employer” information.

Scores on “Information from Others” and “Rebuttal” are high when the elements were either obtained as necessary or not applicable to the case.

In the horizontal bar charts showing application of law and policy and quality of the written determination, the result for the most recent quarter is at the *top* of the series. If a quarter is blank, the data are not available in the UIDB.

For full details about scoring, and about how the quality elements interact, refer to [ETA Handbook 301](#).

Accuracy of the dates used to establish nonmonetary timeliness: Validation

Background

As a part of the UI PERFORMS Benefits Timeliness and Quality performance management system, each State must select a random sample of nonmonetary determinations each quarter, and arrange for an impartial quality evaluation. The data collection instrument (DCI), represented in the Unemployment Insurance Data Base (UIDB) as the ar9056, is the record of evaluation findings.

Two fields on the ar9056 can be used to validate SESA nonmonetary determinations timeliness reporting: the week-ending date of the first week affected by the determination, and the date of the detection of the issue being determined. In both cases, the nonmonetary case evaluator must judge from case documentation whether the dates recorded in the State's automated system are correct. If the evaluator finds that a recorded date is incorrect, a corrected date must be entered in another field.

Week-ending Date

The Performance Measurement Review (PMR) field test conducted in 1994 required reporting of the week-ending date of the first week affected by the nonmonetary determination as the starting point for measuring time lapse. The number of days elapsed between that date and the determination of the issue seemed the most reliable way to demonstrate a State's prompt service to claimants and employers, and all States are able to identify the data point.

Because *all* nonmonetary workload was included in the universe for both time lapse and quality measures, results for both measures were understandably quite different for field test States when compared to previous Quality Appraisal results.

The Department of Labor sought comment on the field tested measures. Some State administrators felt that the inclusion of nonmonetary determinations done in Benefits Accuracy Measurement (BAM) units or by Benefit Payment Control (BPC) would have such a negative impact on reported timelapse performance that the measure should not be implemented as tested. Other commentators suggested that the parameters of the measure of nonmonetary determination timeliness should begin with the date the States detect the issue.

The requested change in the timeliness measure resulted in the creation of two separate timeliness reports: the ar9052 and the ar9053.

The ar9053 issue detection time lapse report uses two data points: week-ending date of the first week affected by a determination, and issue detection date.

The SESA's automated system must store the week-ending date in order to make

payments to claimants; every payment is associated with a particular week. This date may be stored in varying formats, but the week-ending date of the first week affected by a nonmonetary determination can be calculated from any format which is defined in the system.

The nonmonetary determinations evaluator must review all case material in order to decide whether the week-ending date stored in the SESA's automated system was correct for the determination. Case material includes the initial claim completed by the claimant for separation claims, and documentation of factfinding regarding a particular week in the claim series for nonseparation claims. In both cases, the sample evaluator can identify the first week affected by the determination and its ending date. If the date stored in the State's automated system was not the correct date, the reviewer enters "N" on the DCI, and in the next field enters the corrected date.

An edit in the data entry fields requires that the week-ending date be a Saturday. All errors found, therefore, were either earlier or later than the correct date in increments of seven days, because of the edit. An entry which fails this edit causes the entire report to fail transmission to the UIDB.

This study includes only States where 10 percent or more of the reported dates were incorrect.

Initial Findings: Week-ending Date

To analyze results we constructed an Informix ACE report to isolate the cases in which the week-ending date was identified as incorrect, to get a count. To determine the percentage of incorrect dates in the sample, we divided this count by the number of cases evaluated that quarter.

In CY 1998, six States reported the week-ending date of the first affected week incorrectly on ten percent or more of the determinations chosen at random for quality review. The six States with a ten percent or greater error rate in 1998 were:

WI	10.00%
WY	11.67%
NY	11.75%
CA	13.00%
AK	15.42%
MN	32.78%

In 1999, five of these States continued to be in error more than ten percent of the time, and they were joined by another.

WY	11.67%
WI	12.00%
KY	12.22%
NY	14.00%

CA	14.75%
MN	26.40%

In 2000, five States continued to be in error more than ten percent of the time:

MI	10.75%
KY	11.11%
NY	14.50%
CA	16.00%
MN	27.75%

Initial Conclusions

Errors in reporting the week-ending date of the first affected week are above allowable limits in only six States. The States change slightly each year in the proportion of cases containing errors, but show no pattern of gradual improvement. Because of the nature of the date being reported in error, and the fact that the errors seem to occur randomly in either direction in time, our hypothesis is that the error is systemic. If this is the case, analysis of the SESA automated system should reveal the cause of the problem, and the method of correction should be a matter of programming.

Issue Detection Date

The second of the two timeliness measures counts the days elapsed from the date the SESA detects an issue on the claim to the date the issue is resolved by determination.

State administrators felt that issue detection date should be the starting point for measuring timelapse because the State could not act on an issue until that point. Unlike every other data point in the new performance measures, States do not routinely collect detection date in the process of collecting taxes or paying claims, and it cannot be reliably derived from any recorded date. Issue detection must be manually reported and manually entered into the automated system, and the manual process introduces the possibility of errors in reporting.

Procedures for reporting issue detection dates vary according to the respective operations processes of the States, and the variation carries over into the accuracy with which dates are identified and entered into the automated system.

The nonmonetary determinations quality evaluator must review all case material in order to decide whether the issue detection date stored in the SESA's automated system was correct for the determination. If the evaluator finds evidence in the case records that the date stored in the State's automated system was not the correct issue detection date, the reviewer enters "N" on the DCI, and enters a corrected date in the next field.

No edits are possible for the issue detection date field as long as a legitimate date is

entered, because the potential for issue detection exists at all times - even, in some cases, before the initial claim is filed or after the claimant has exhausted benefits.

This study includes only States where 10 percent or more of the reported dates were incorrect.

Initial Findings: Issue Detection Date

To analyze results, we used an Informix ACE report to isolate the cases in which the detection date was found to be incorrect. To determine the percentage of incorrect dates in the quality sample, we divided this count by the number of cases evaluated that quarter.

In CY 1998, 38 States reported issue detection dates incorrectly for ten percent or more of the determinations chosen at random for quality review. Eighteen States reported incorrectly for twenty percent or more of the cases sampled. Those States were:

INCORRECT ISSUE DETECTION DATE: 1998

State: 20 - 25% Incorrect

NE 20.0%
LA 20.8%
NH 20.8%
IL 21.0%
SC 21.7%
TN 21.7%
NJ 21.8%
FL 22.3%
ME 22.9%
MA 24.0%
NY 24.3%
WA 24.8%

State: More than 25% Incorrect

PA 25.3%
WY 27.8%
RI 27.9%
IA 35.0%
VT 37.9%
CA 38.8%

In CY 1999, 37 States reported issue detection dates incorrectly for ten percent or more of the determinations chosen at random for quality review. Thirteen States reported incorrectly for twenty percent or more of the cases sampled. Those States were:

INCORRECT ISSUE DETECTION DATE: 1999

State: 20 - 25% Incorrect

WY 21.7%
IL 21.8%
WA 22.0%
NV 23.3%
NJ 24.3%
ME 25.0%

State: More than 25% Incorrect

FL 26.0%
NE 27.1%
IA 31.3%
VT 36.7%
NY 38.0%
CA 47.0%
RI 50.4%

In CY 2000, 39 States reported issue detection dates incorrectly for ten percent or more of

the determinations chosen at random for quality review. Sixteen States reported incorrectly for twenty percent or more of the cases sampled. Those States were:

INCORRECT ISSUE DETECTION DATE: 2000

State: 20 - 25% Incorrect

RI 20.0%
NV 20.0%
OR 20.3%
ND 20.6%
SC 21.3%
MN 21.8%
IL 25.0%

State: More than 25% Incorrect

NJ 25.5%
FL 27.5%
MI 29.0%
NE 33.9%
WY 36.7%
IA 37.1%
DC 43.3%
CA 47.0%
NY 50.0%

Initial Conclusions

Errors in reporting issue detection dates are too high in many States. The States change somewhat in the proportion of cases containing errors, but most show no pattern of gradual improvement. Because of the nature of the date being reported in error, we feel that careful analysis of operations on a State-by-State basis will be necessary to reduce the errors. In some States, more nonseparation determinations are reported with incorrect detection dates, and this may provide a clue to tracing the responsible factors.

The Tier I measure of nonmonetary determinations timeliness depends upon accurate reporting of issue detection date.

Errors in Reporting Dates - ar9056

Sorted by Det. Dates Incorrect 2000 - Both Seps & Nseps			Both Dates Incorrect		W/E Date Incorrect		Detection Date Incorrect	
PR	2000	300	0	0.0%	9	3.0%	0	0.0%
TX	2000	300	0	0.0%	0	0.0%	1	0.3%
ME	2000	240	0	0.0%	5	2.1%	11	4.6%
UT	2000	180	1	0.6%	4	2.2%	9	5.0%
MO	2000	400	0	0.0%	3	0.8%	23	5.8%
SD	2000	240	0	0.0%	0	0.0%	15	6.3%
CO	2000	400	2	0.5%	12	3.0%	26	6.5%
DE	2000	240	0	0.0%	3	1.3%	16	6.7%
KS	2000	240	0	0.0%	6	2.5%	17	7.1%
AZ	2000	240	2	0.8%	13	5.4%	18	7.5%
ID	2000	240	1	0.4%	5	2.1%	18	7.5%
AR	2000	240	0	0.0%	0	0.0%	19	7.9%
MT	2000	240	2	0.8%	3	1.3%	20	8.3%
NM	2000	240	1	0.4%	6	2.5%	24	10.0%
IN	2000	400	7	1.8%	17	4.3%	40	10.0%
MA	2000	400	2	0.5%	9	2.3%	43	10.8%
KY	2000	180	4	2.2%	20	11.1%	20	11.1%
GA	2000	300	1	0.3%	4	1.3%	34	11.3%
VA	2000	240	0	0.0%	0	0.0%	28	11.7%
MD	2000	400	3	0.8%	7	1.8%	47	11.8%
WI	2000	400	8	2.0%	34	8.5%	51	12.8%
HI	2000	240	2	0.8%	16	6.7%	31	12.9%
CT	2000	240	3	1.3%	12	5.0%	33	13.8%
NH	2000	240	1	0.4%	13	5.4%	35	14.6%
OH	2000	400	1	0.3%	7	1.8%	59	14.8%
TN	2000	240	4	1.7%	7	2.9%	38	15.8%
WV	2000	240	6	2.5%	12	5.0%	38	15.8%
AK	2000	240	2	0.8%	9	3.8%	42	17.5%
AL	2000	400	2	0.5%	33	8.3%	70	17.5%
OK	2000	240	2	0.8%	3	1.3%	42	17.5%
WA	2000	400	3	0.8%	13	3.3%	71	17.8%
MS	2000	240	10	4.2%	15	6.3%	45	18.8%
NC	2000	400	1	0.3%	5	1.3%	75	18.8%
VT	2000	240	1	0.4%	1	0.4%	46	19.2%
LA	2000	400	20	5.0%	29	7.3%	77	19.3%
PA	2000	400	3	0.8%	7	1.8%	78	19.5%
RI	2000	240	0	0.0%	2	0.8%	48	20.0%
NV	2000	240	0	0.0%	2	0.8%	48	20.0%
OR	2000	400	0	0.0%	1	0.3%	81	20.3%
ND	2000	180	0	0.0%	0	0.0%	37	20.6%
SC	2000	240	0	0.0%	0	0.0%	51	21.3%
MN	2000	800	53	6.6%	222	27.8%	174	21.8%
IL	2000	400	3	0.8%	5	1.3%	100	25.0%
NJ	2000	200	0	0.0%	0	0.0%	51	25.5%
FL	2000	400	7	1.8%	10	2.5%	110	27.5%
MI	2000	400	25	6.3%	43	10.8%	116	29.0%
NE	2000	180	8	4.4%	13	7.2%	61	33.9%
WY	2000	240	4	1.7%	16	6.7%	88	36.7%
IA	2000	240	4	1.7%	10	4.2%	89	37.1%
DC	2000	180	2	1.1%	4	2.2%	78	43.3%
CA	2000	400	42	10.5%	64	16.0%	188	47.0%
NY	2000	400	40	10.0%	58	14.5%	200	50.0%

Validation of Nonmonetary Determinations Quality Samples: The Impact of Invalid Cases & Case Material Not Found

INTRODUCTION:

UI data has been validated from the 1970s through the current effort to implement the newer, more comprehensive data validation methodology.

The data validation elements of the tripartite review of nonmonetary determinations quality are included in the new validation system.

These elements are essential to validate nonmonetary determinations timeliness data, the quality sample, and nonmonetary determinations workload data.

Some analysis of the data from the tripartite reviews that deal with the validity of the quality sample has been done, and seems to indicate a need for changes in the way validity thresholds are applied to the samples.

BACKGROUND:

The Tier I performance measure for nonmonetary determinations quality combines equal-size samples of separations & nonseparations and weights their respective quality scores to take into account the differences in reported population sizes for the two types of determinations. Consequently, the guidelines for statistically valid samples were written for the aggregate sample.

Two rules apply to the judging of the validity of the sample. The first rule states that cases will be excluded from the quality scoring if the case materials could not be found. No more than 10% of the cases in the sample may fall into that category, however, or the sample is determined to be of questionable validity

The second rule states that cases will be excluded from the quality scoring (1) if the issue identified is not valid; i.e. no real issue existed, and the determination should not have been done; (2) if the determination should not have been in the sample universe because it was a redetermination, an administrative notice, or was made in a quarter other than the one under review. Invalid cases are identified by entering a corrected issue code of "00" - no issue - or "01" - out of scope.

Small States can exclude no more than 16.67% of cases from scoring to have a representative sample. Large States can exclude no more than 25% of cases.

If these two validity criteria are not met, we consider the data too unreliable to use.

Because each half of the sample is individually representative of half of the population of determinations the State made during the quarter, we may use the data from each population of nonmonetary determinations— separations and nonseparations, and apply the same thresholds of validity to each.

When we apply the thresholds for statistical validity to the separations and nonseparations samples separately, the results are surprising.

DATA:

For each year, information is provided on the validity of the nonseparations, separations, & combined quality sample data on the 9056t report. This is the source of the data in the following table. Only States that had invalid cases or cases in which the case material was not found are included.

Each section of the table includes the number of cases pulled, the number and percent of invalid cases, the number and percent with case material not found, and the total percent of cases that were excluded from scoring. In the last column of each section, based on the guidelines for statistical validity, a determination is made as to whether or not the data in the quality sample is questionable.

RESULTS:

In 1998, 1999, and 2000, the results are virtually identical. The data for 2000 are displayed in the chart at the end of this article.

More states have invalid cases or cases in which case material is not found for nonseparations than for separations.

In addition, the number of invalid cases or cases in which materials are not found for each State is much higher for nonseparations than for separations. As a result, a number of States have questionable nonseparation samples. No States have questionable separation samples.

The problems seen when the validity thresholds are applied to each half of the sample are hidden in the aggregate data. Their numbers aren't extreme enough to counter the effect of the separation cases, which, with few exceptions, are valid and have no case material unfound. When the denominator (the total number of cases in the sample) doubles, but the numerator (the number of invalid cases and cases in which material is not found) stays constant, the resulting percentages are cut in half.

Both Florida and California had questionable nonseparations samples in 1998, 1999, and 2000, while their overall samples were acceptable each year.

Further analysis will be necessary to determine the reasons for the unequal proportion of questionable samples.

NEXT STEPS:

As a result of this analysis, the validity of each population will be tested, beginning in CY2001, and the results will be published along with weighted quality scores, as it is in this publication.

**Validation of Nonmonetary Determinations Quality Samples:
The Impact of Invalid Cases & Case Material Not Found**

CY 2000 Data

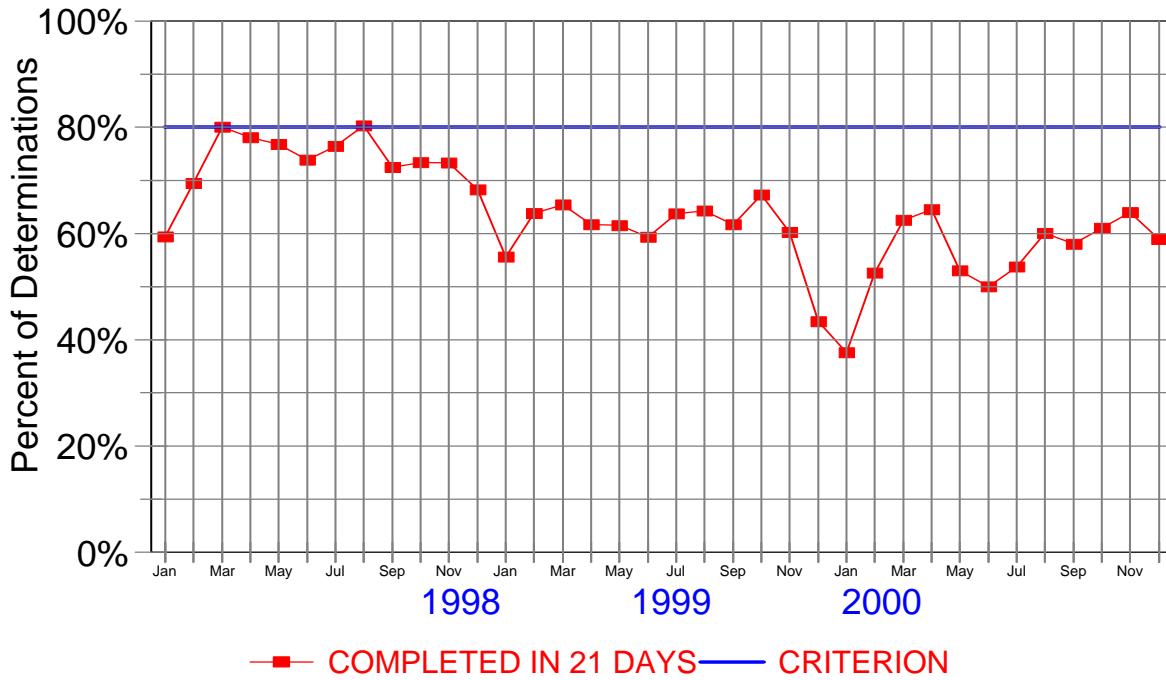
NONSEPARATIONS

SEPARATIONS

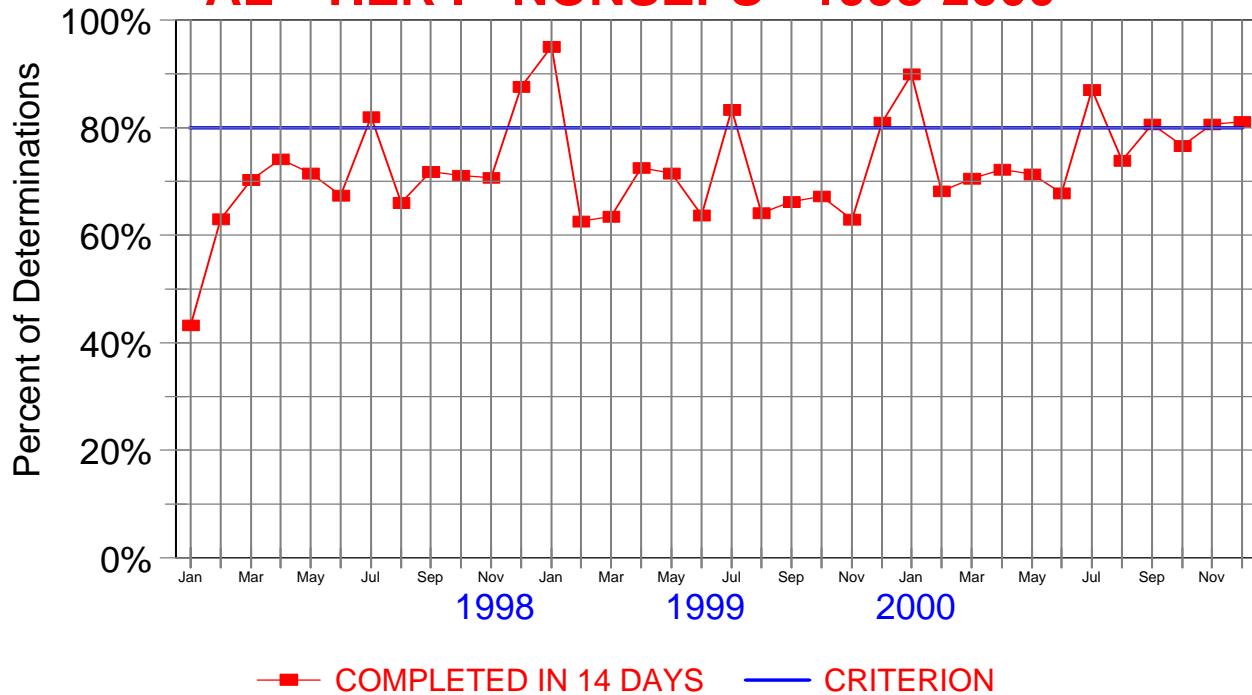
SEPS & NONSEPS

	Questionable				Questionable				Questionable			
	Invalid	Not Found	Total	Sample?	Invalid	Not Found	Total	Sample?	Invalid	Not Found	Total	Sample?
CT	10%		10%	NO								
ME	9%		9%	NO								
NJ		10%	10%	YES	NJ		8%	8%	NO		9%	NO
NY	19%	3%	21%	NO	NY	14%	2%	16%	NO			
DE	8%		8%	NO								
PA		5%	5%	NO								
FL	14%	13%	27%	YES	LA	13%	1%	14%	NO	FL	7%	7% 14% NO
MS	10%		10%	NO								
NM	15%		15%	NO								
CO	13%	1%	13%	NO								
MT	17%		17%	YES					MT	8%	8%	NO
WY	9%		9%	NO								
OH	19%	1%	20%	NO								
IA	23%		23%	YES					IA	12%	12%	NO
KS		5%	5%	NO								
CA	25%	3%	27%	YES					CA	12%	1% 14%	NO
AK	10%		10%	NO								
WA	18%	2%	20%	NO								

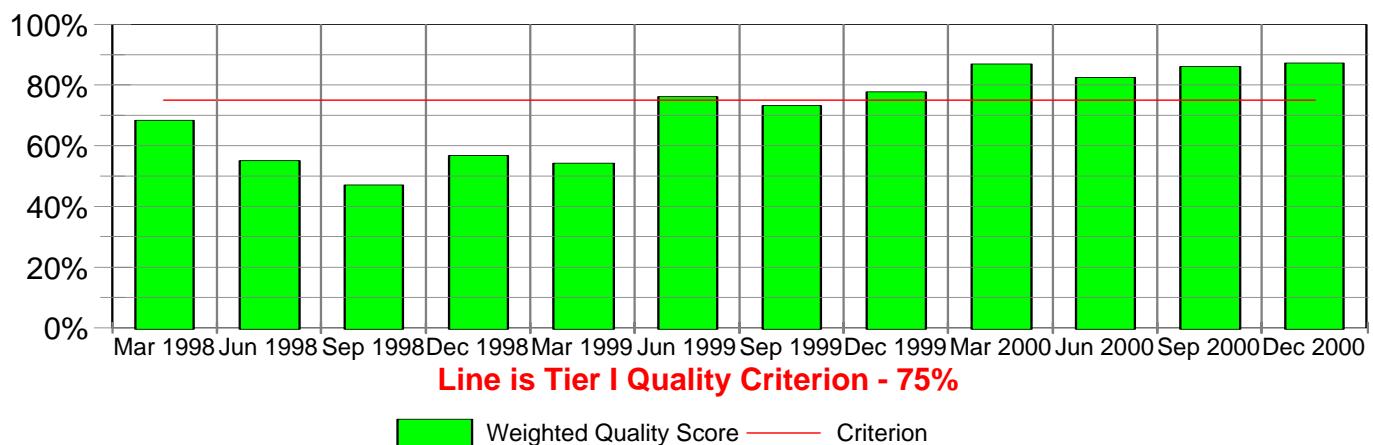
Nonmonetary Determinations Timeliness AL - TIER I - SEPARATIONS - 1998-2000



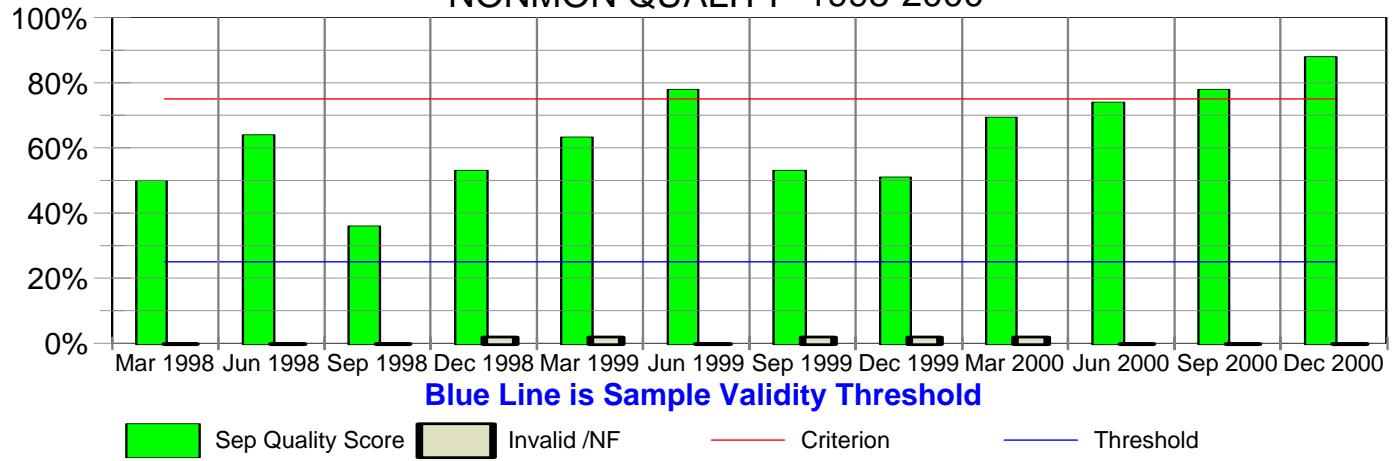
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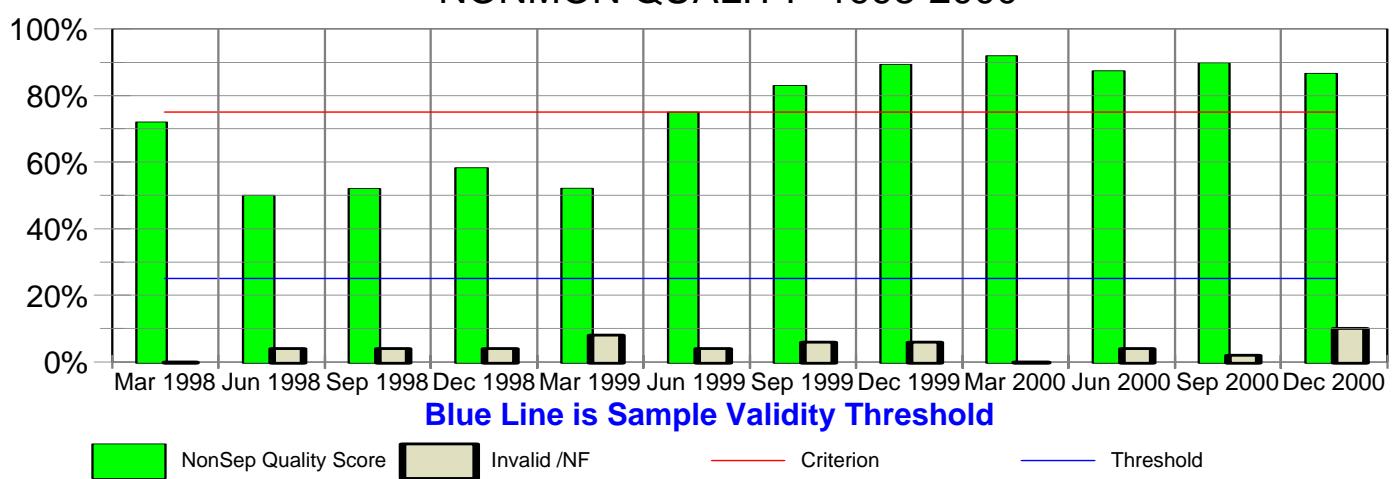
ALABAMA NONMON QUALITY 1998-2000



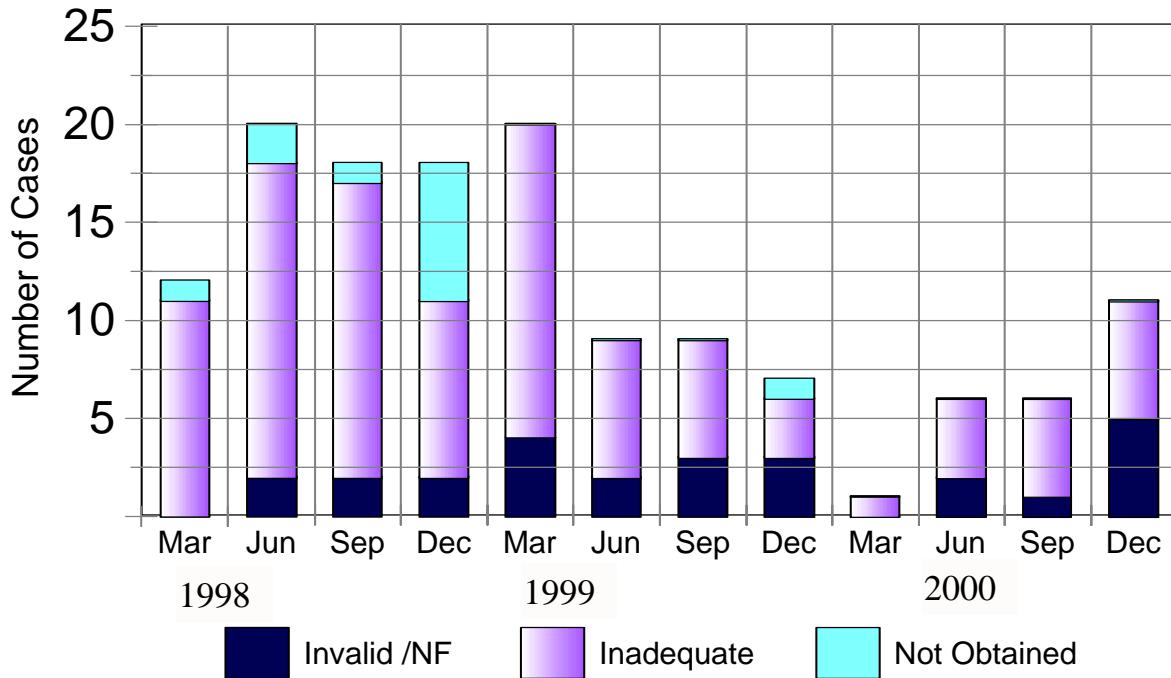
ALABAMA: SEPARATIONS NONMON QUALITY 1998-2000



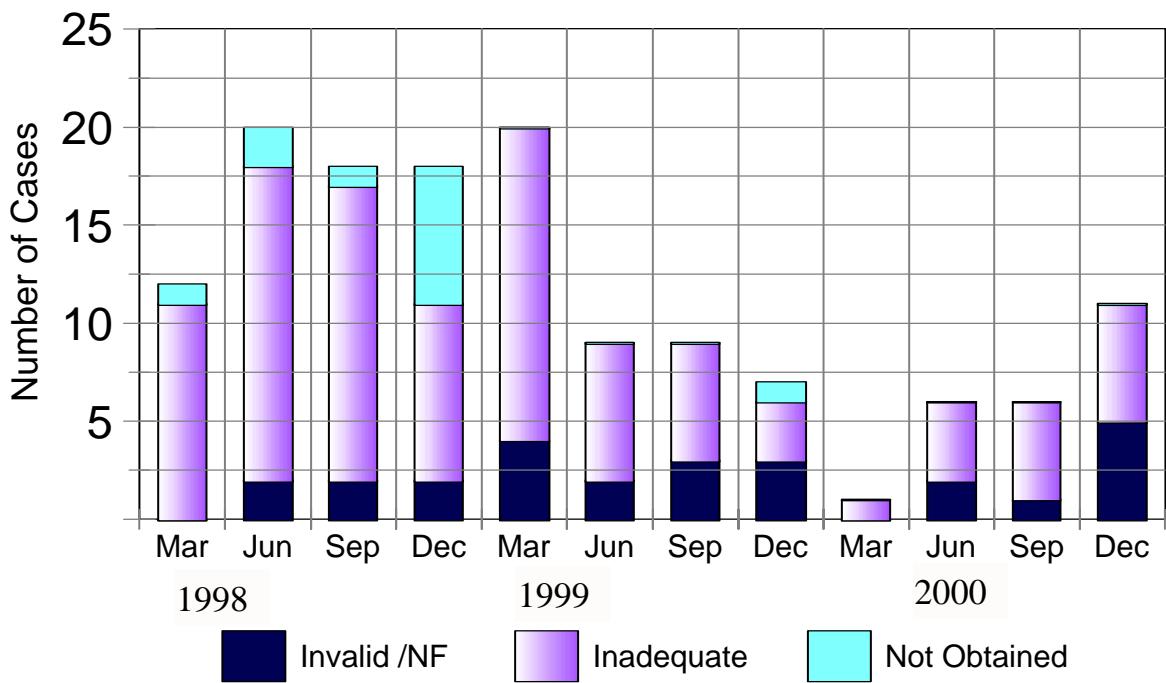
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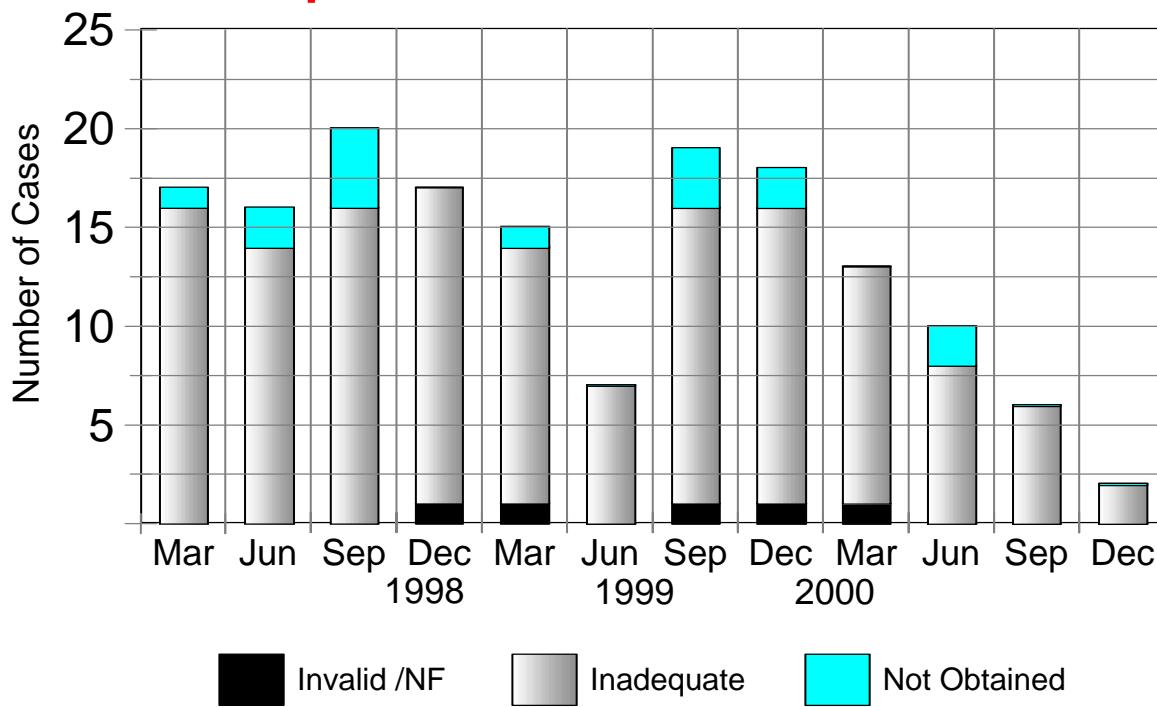
AL - Claimant Information Problems Nonseparations - - 1998 - 2000



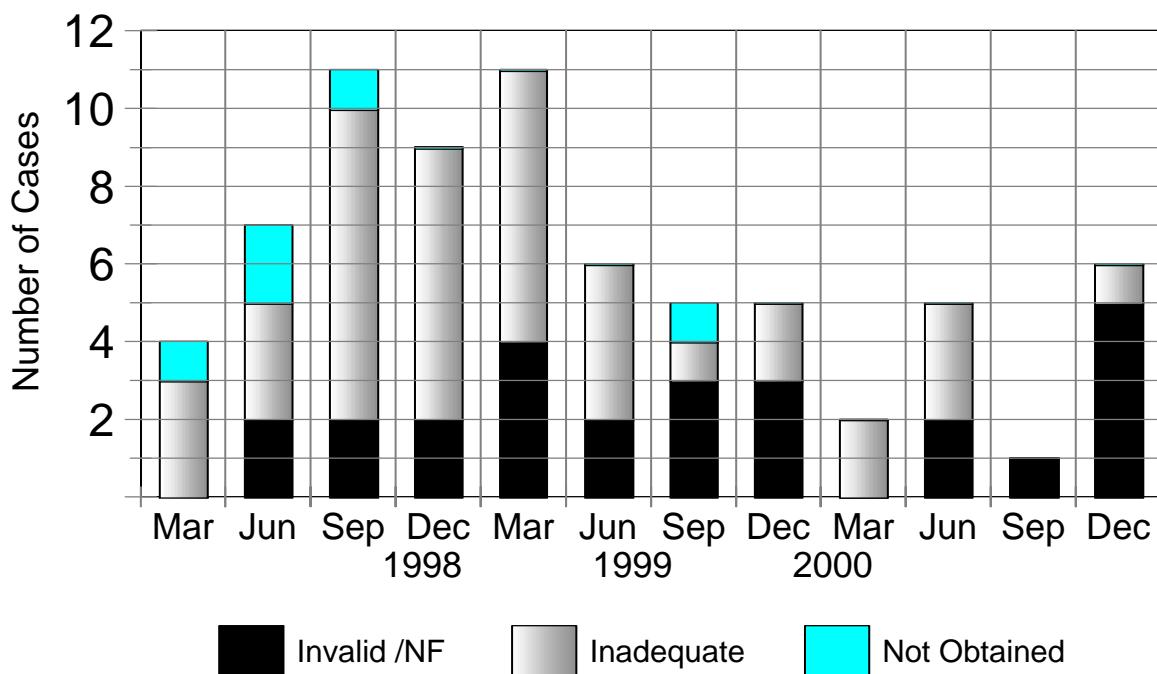
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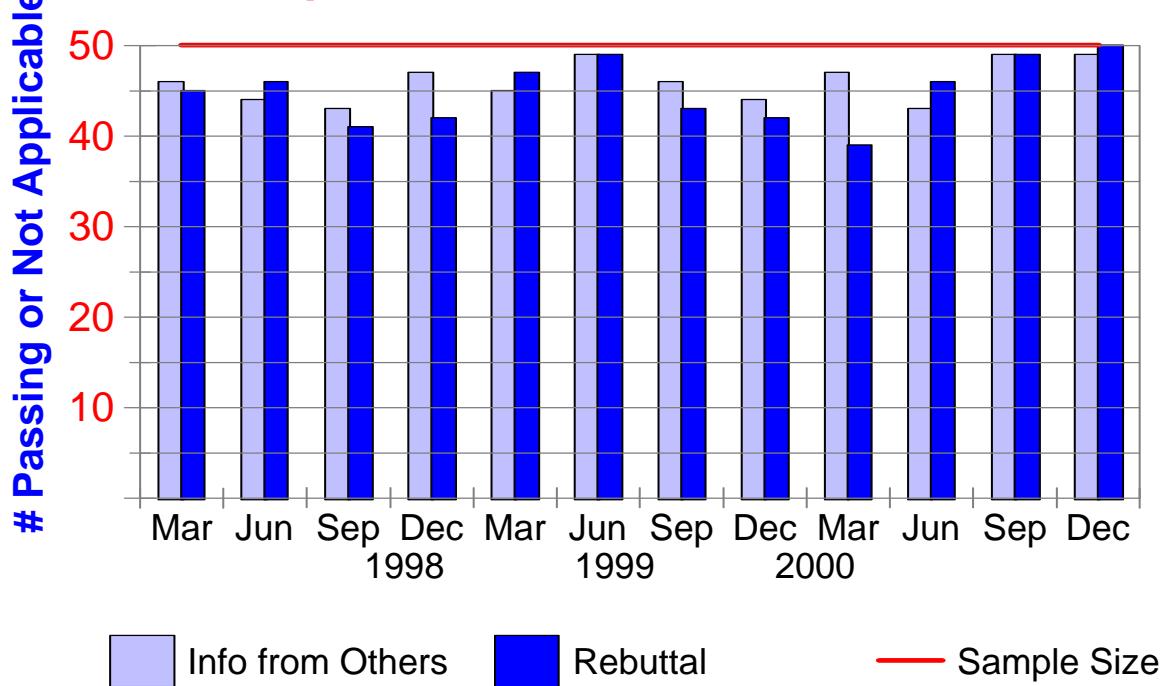
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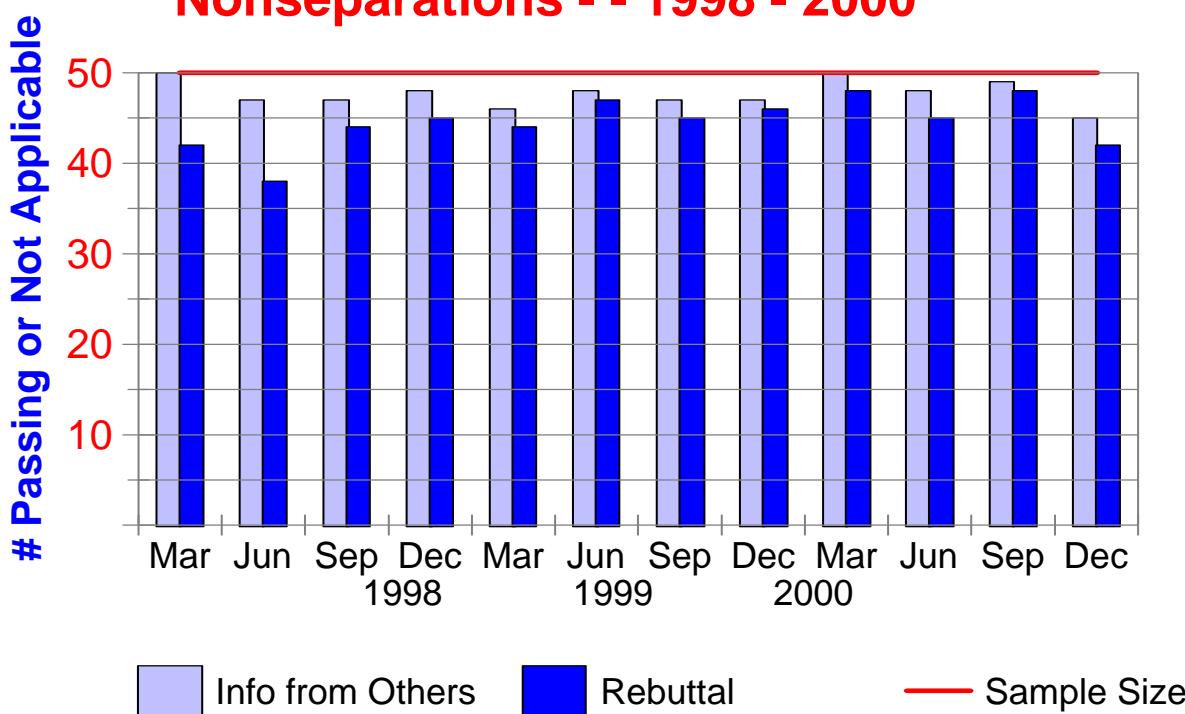
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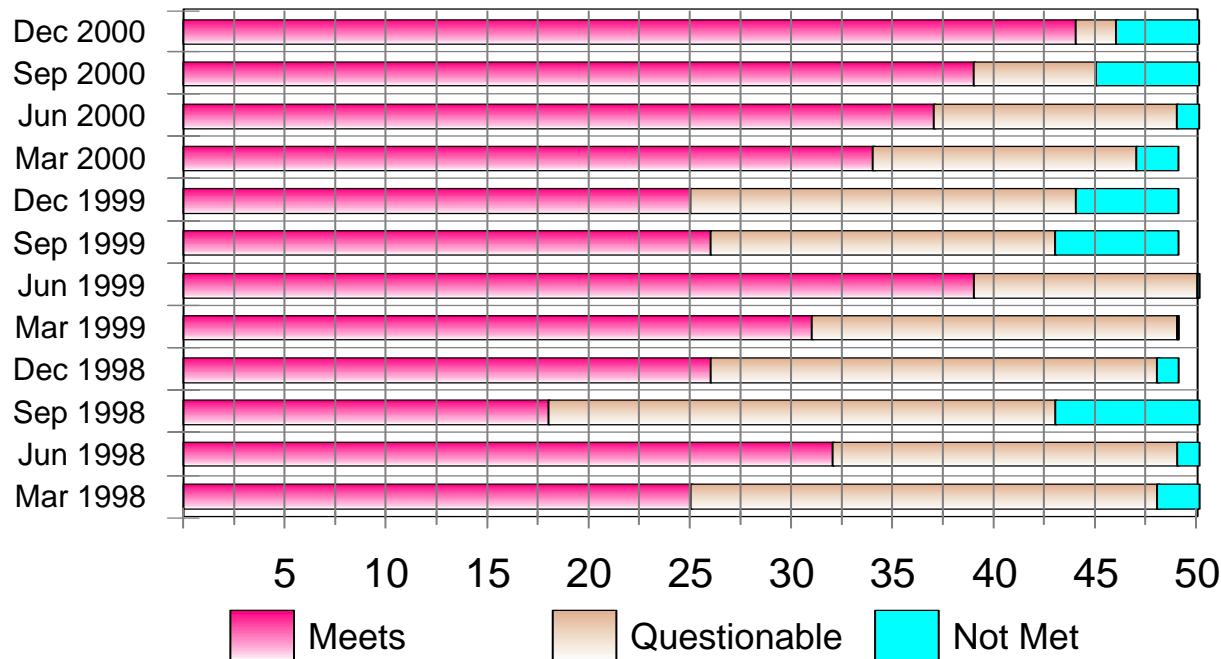
AL- Information from Others & Rebuttal Separations - - 1998 - 2000



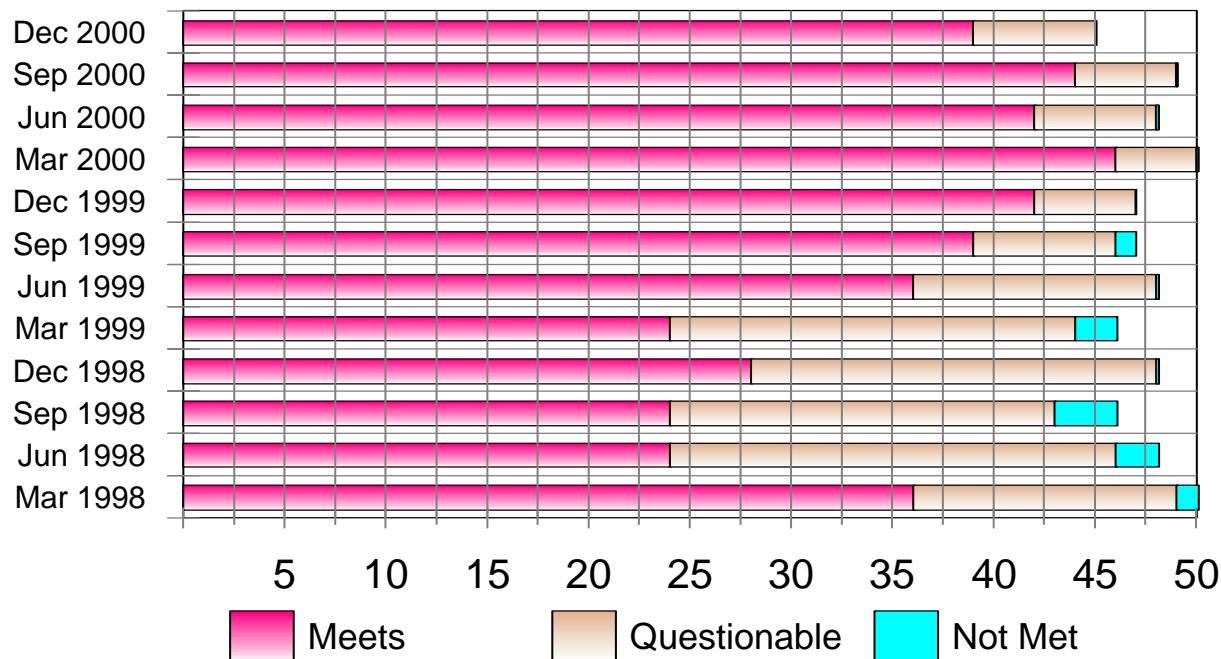
AL- Information from Others & Rebuttal Nonseparations - - 1998 - 2000



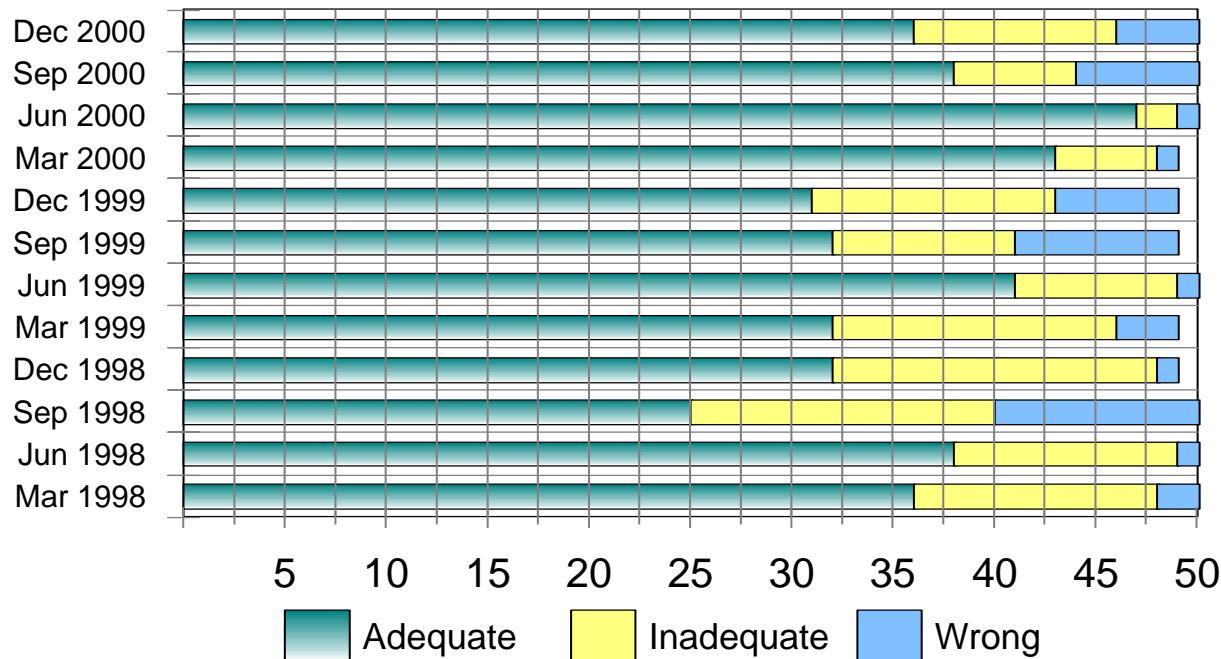
AL - Meets Law & Policy - Results Separations - - 1998 - 2000



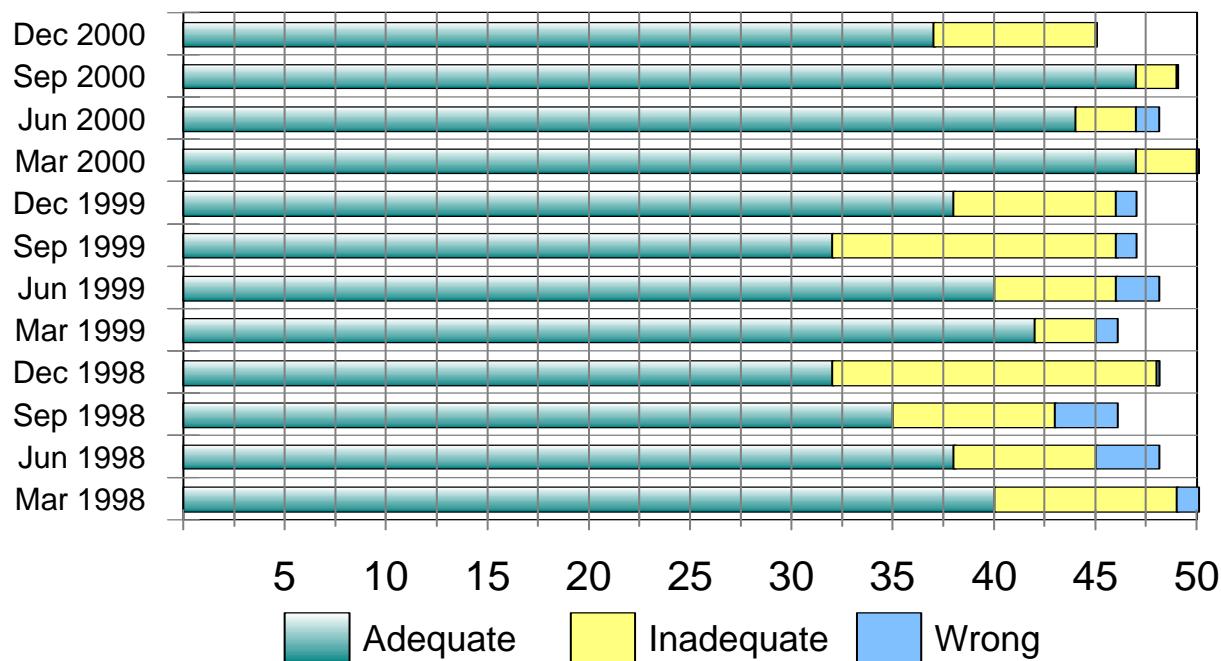
AL - Meets Law & Policy - Results Nonseparations - - 1998 - 2000



AL - Written Determination - Results Separations - - 1998 - 2000

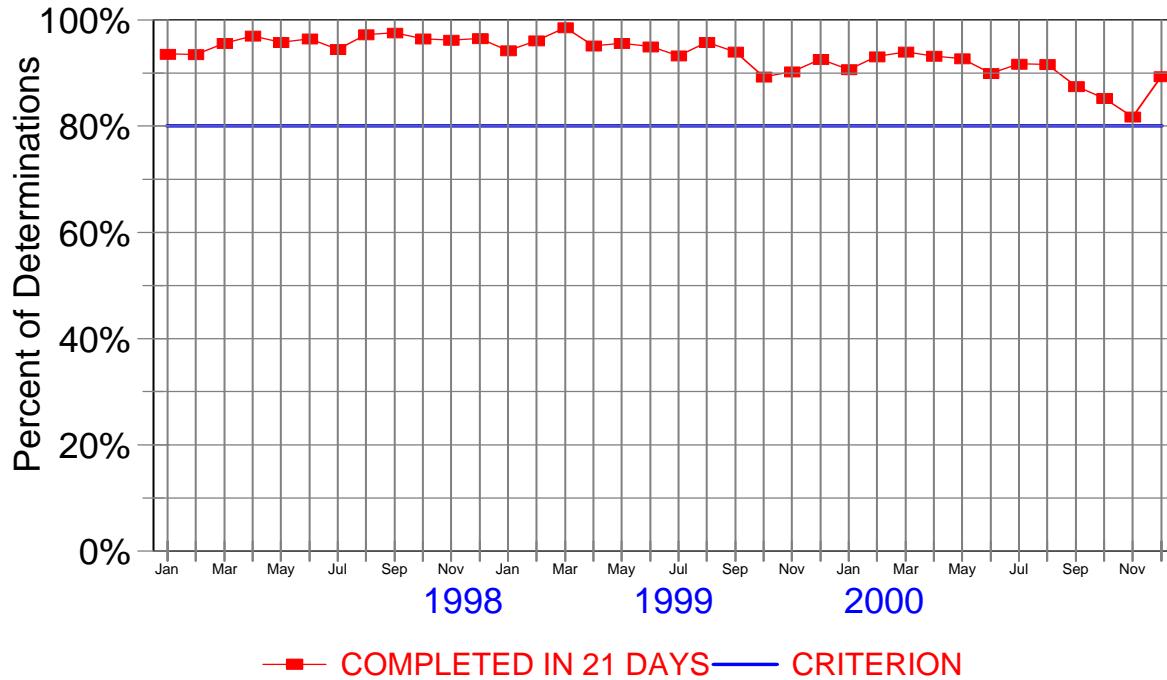


AL - Written Determination - Results Nonseparations - - 1998 - 2000

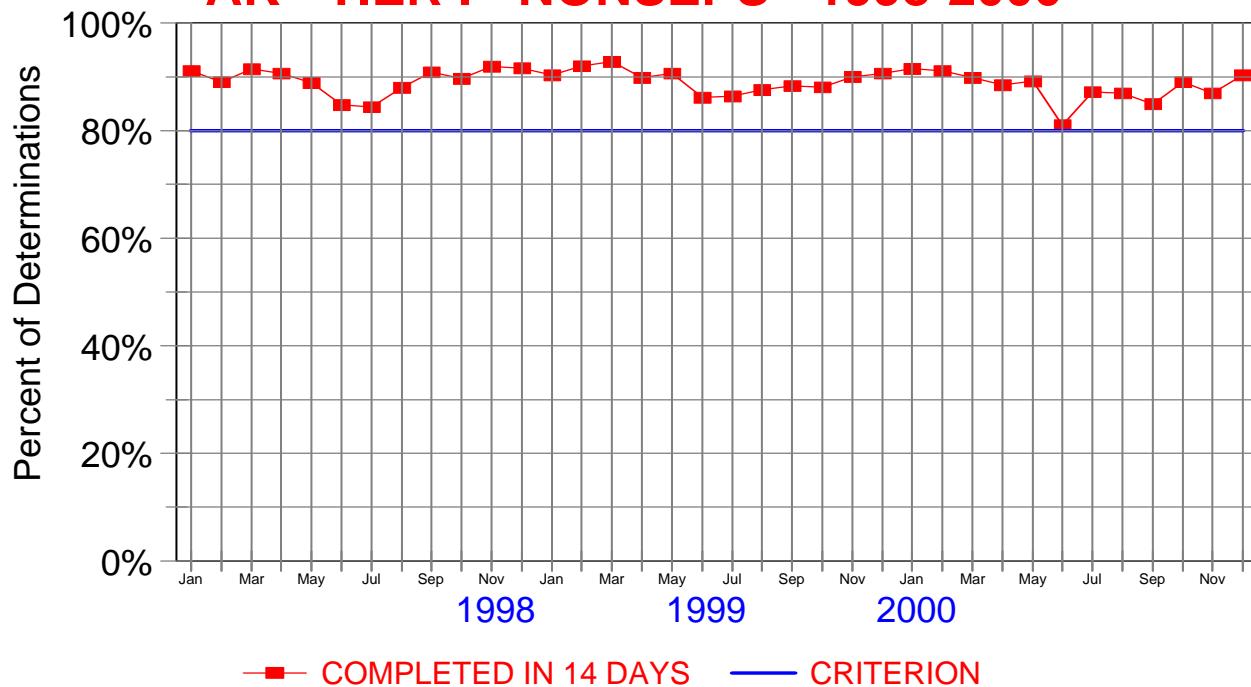


ALASKA

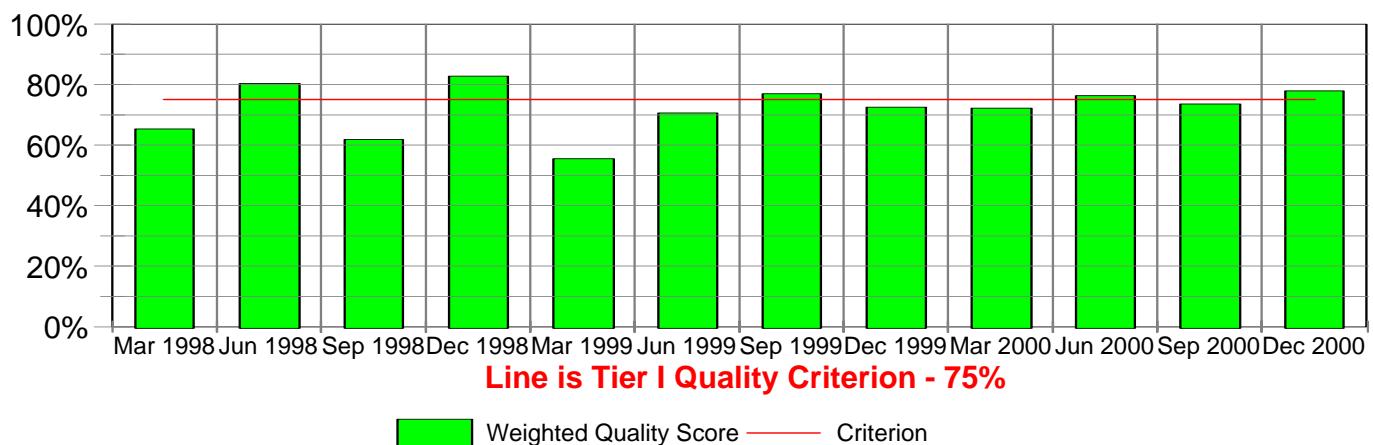
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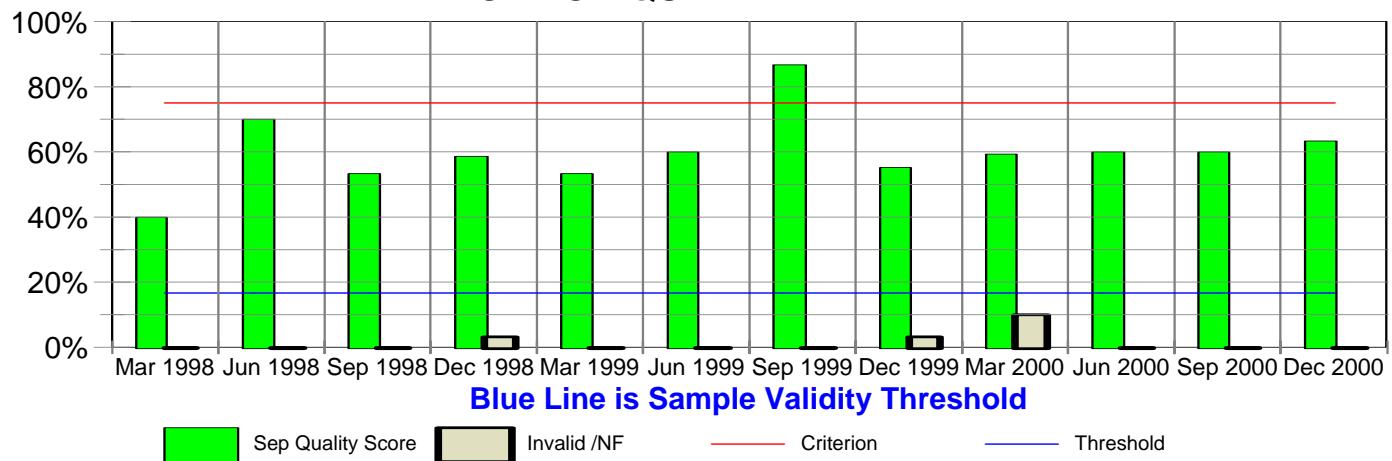
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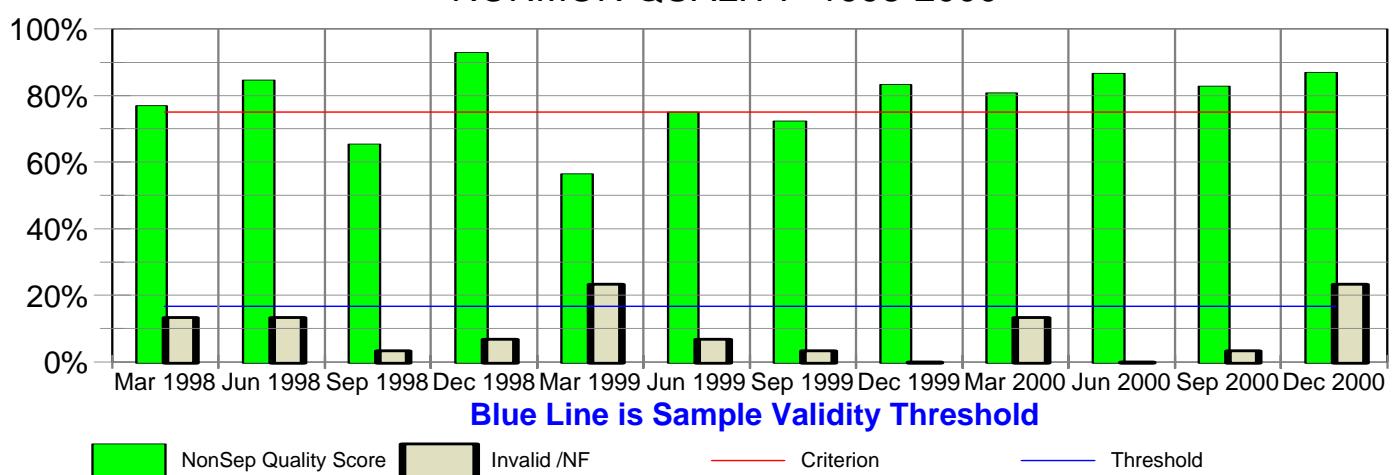
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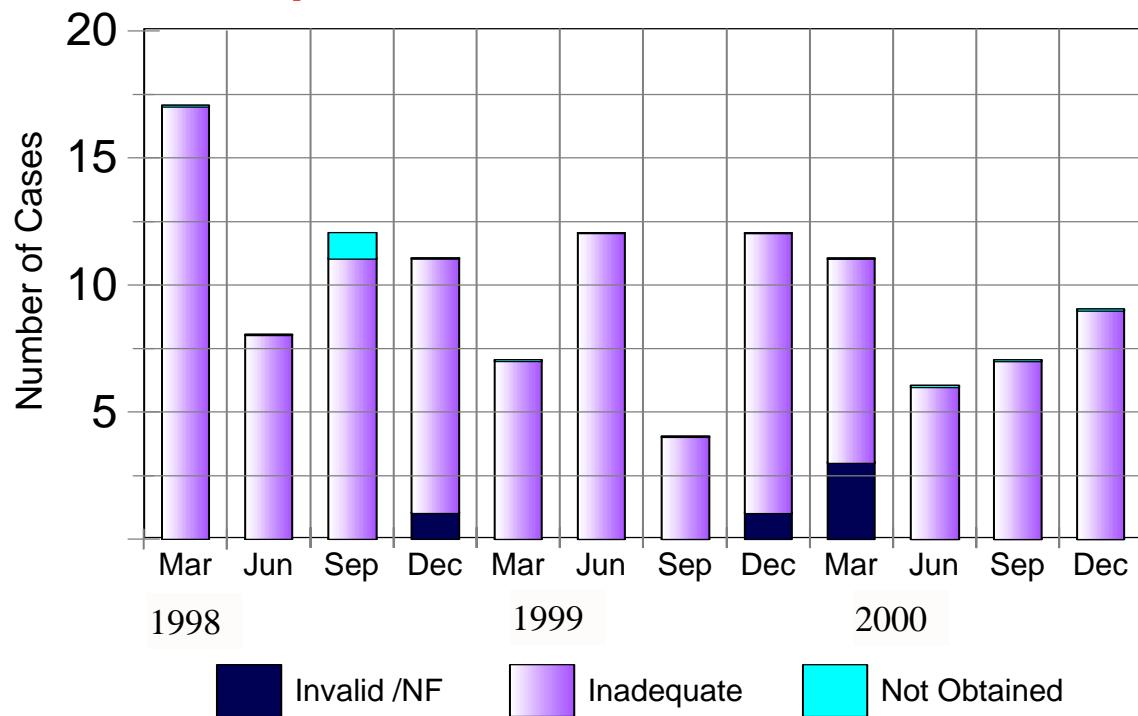
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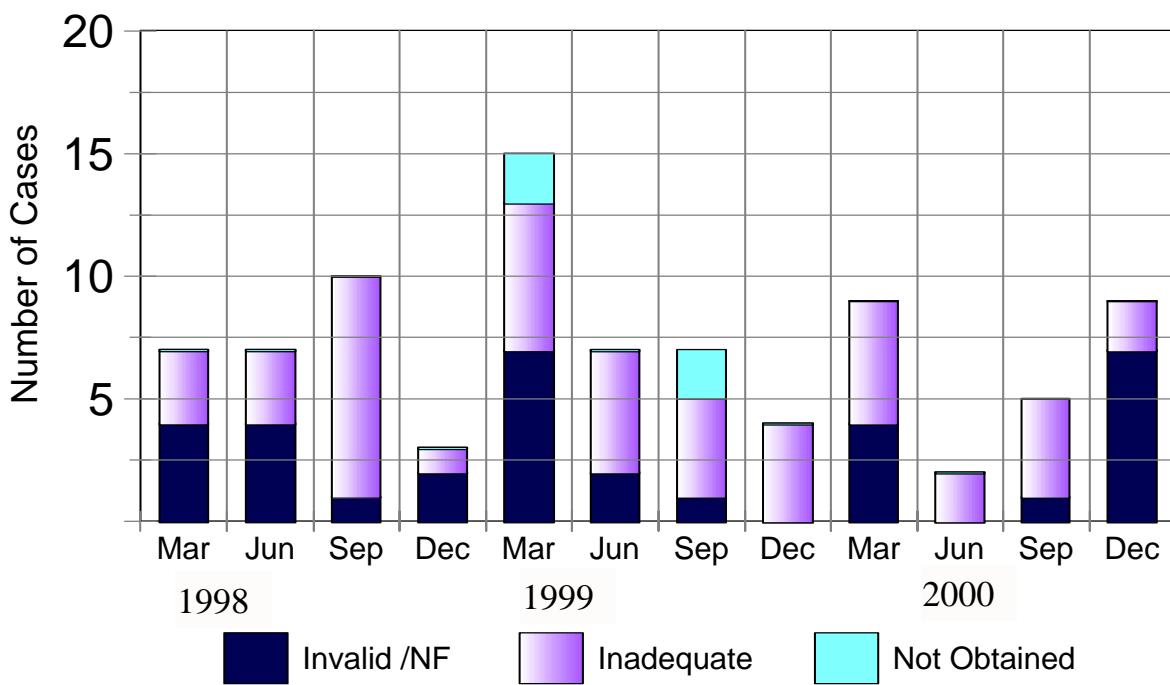
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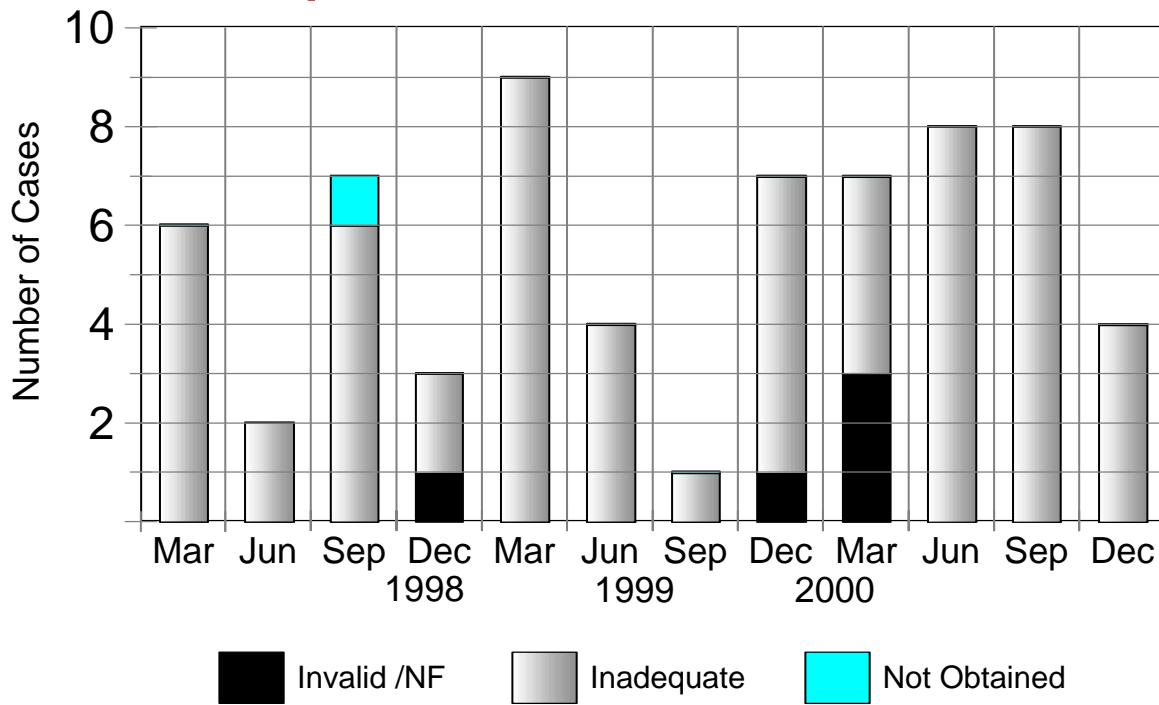
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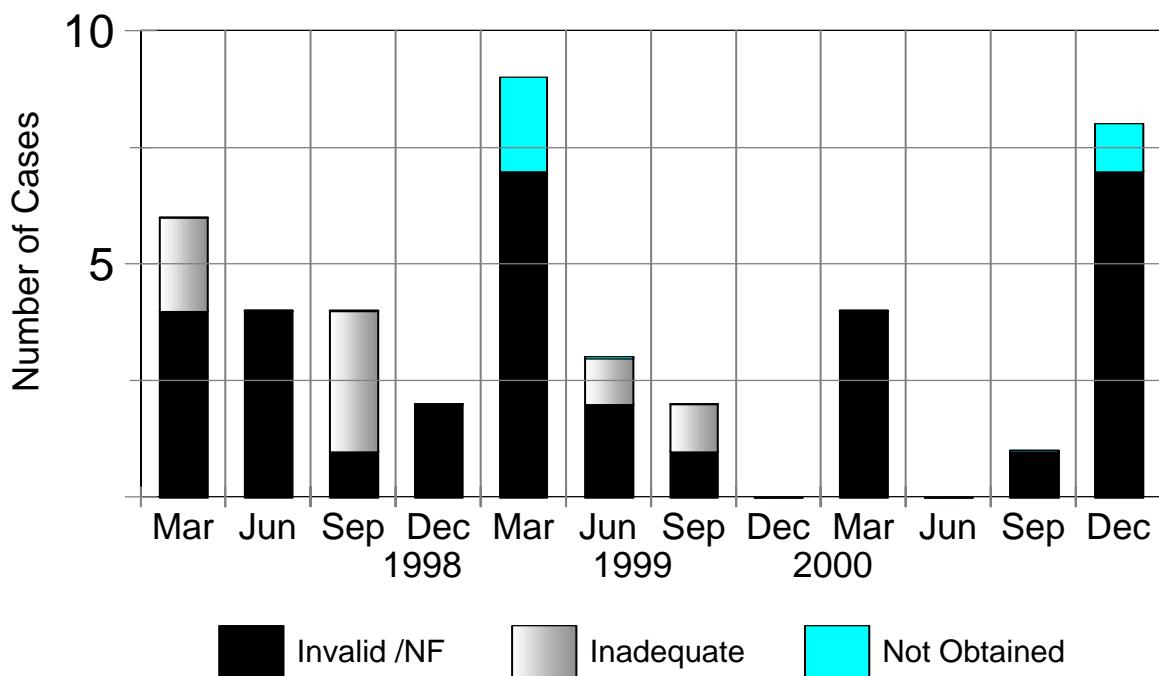
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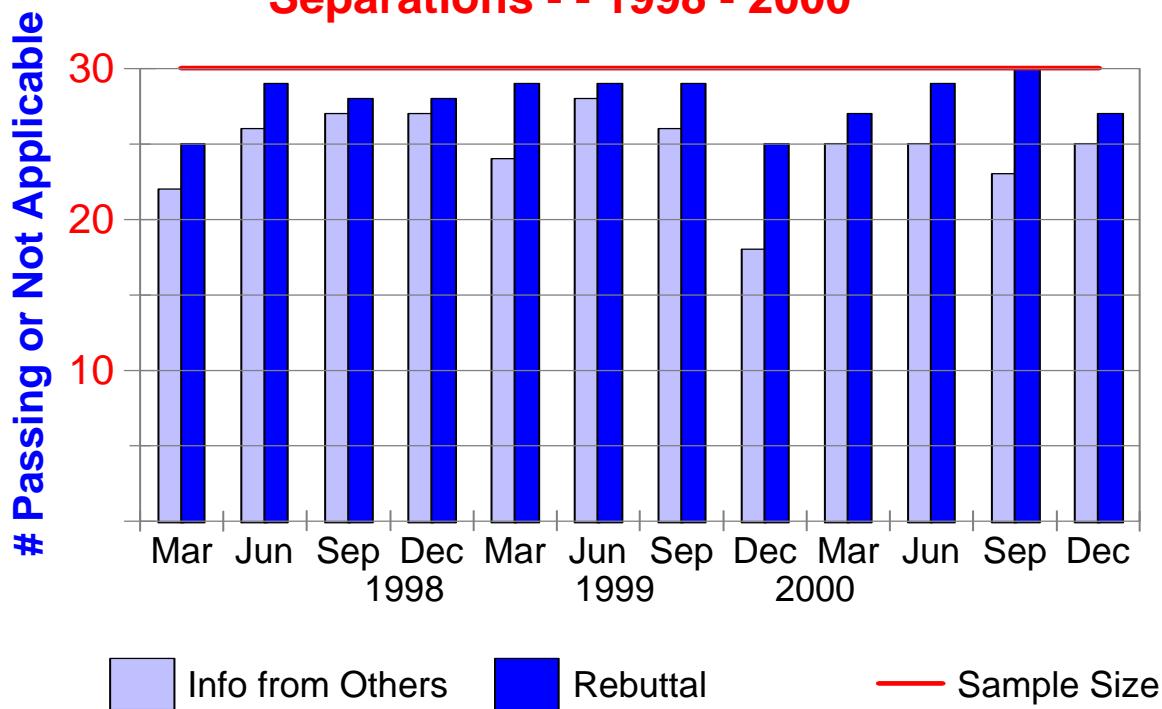
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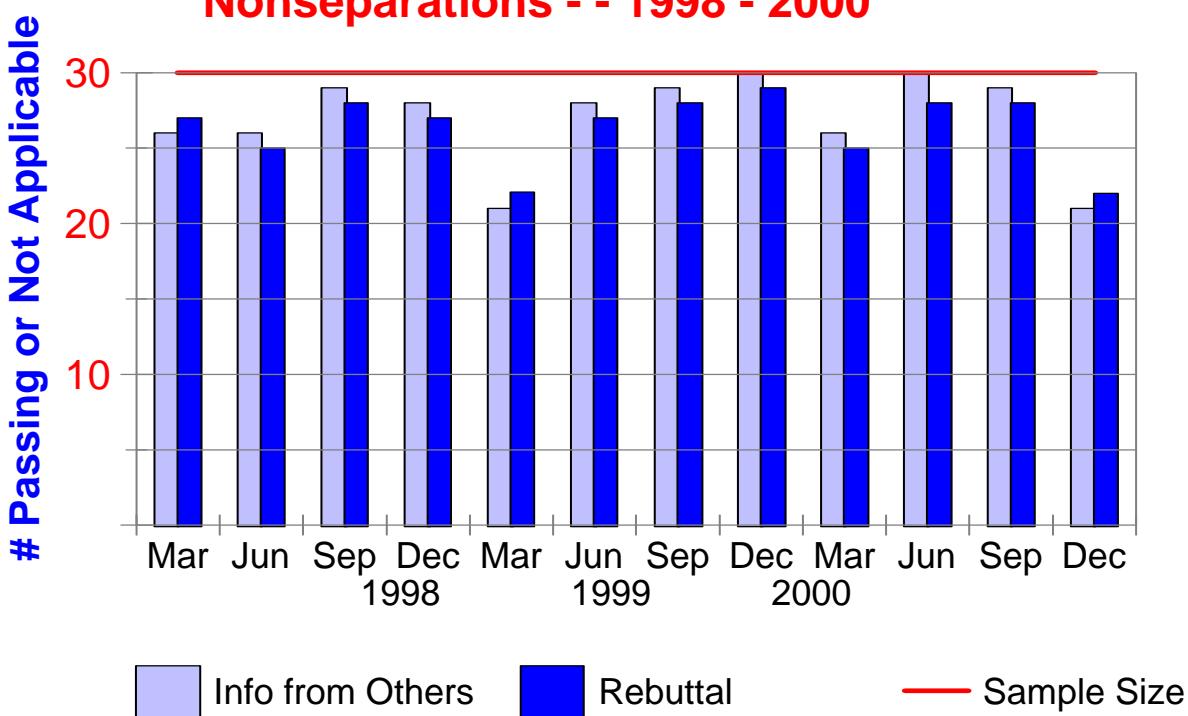
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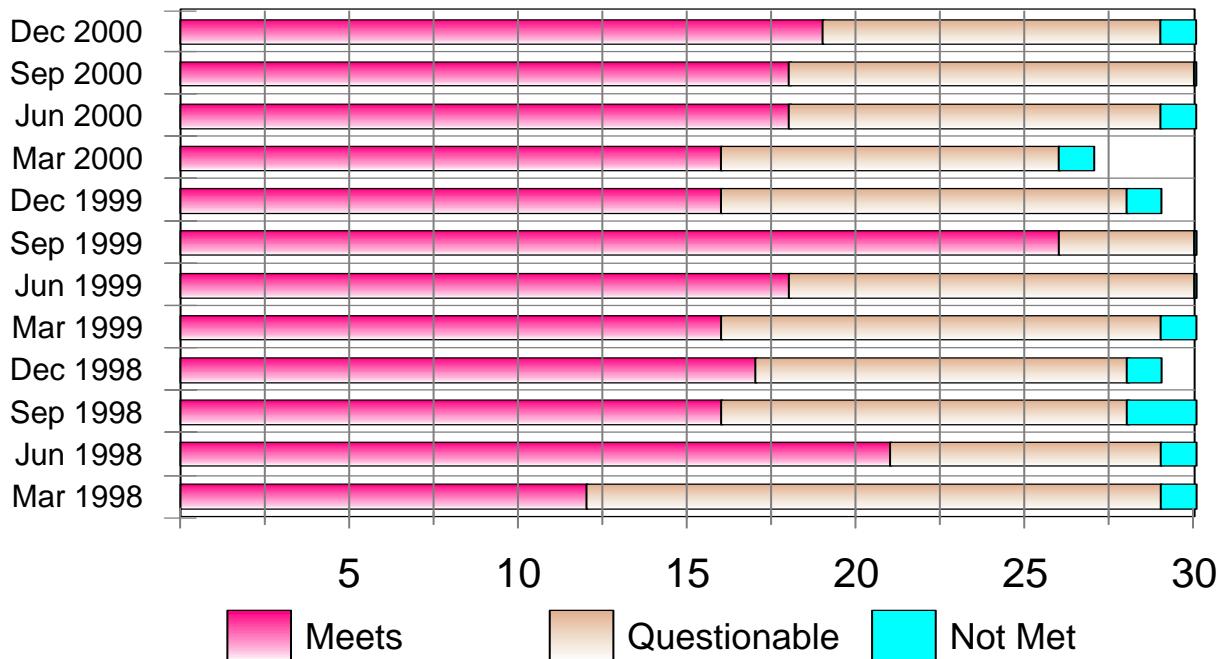
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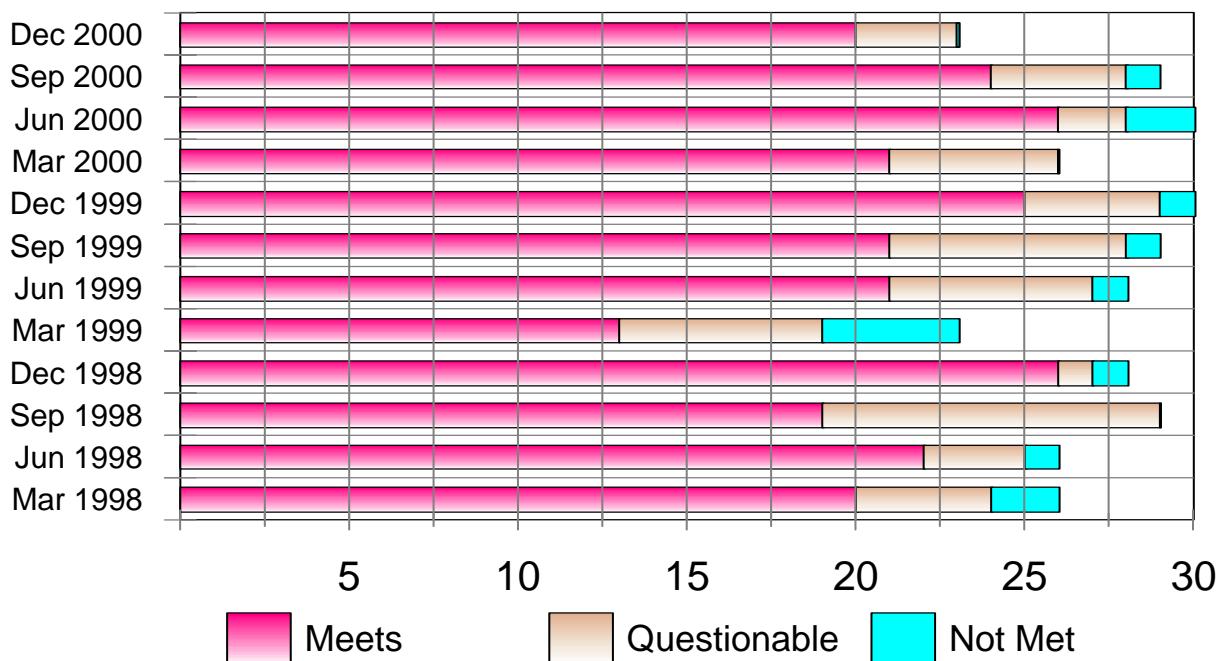
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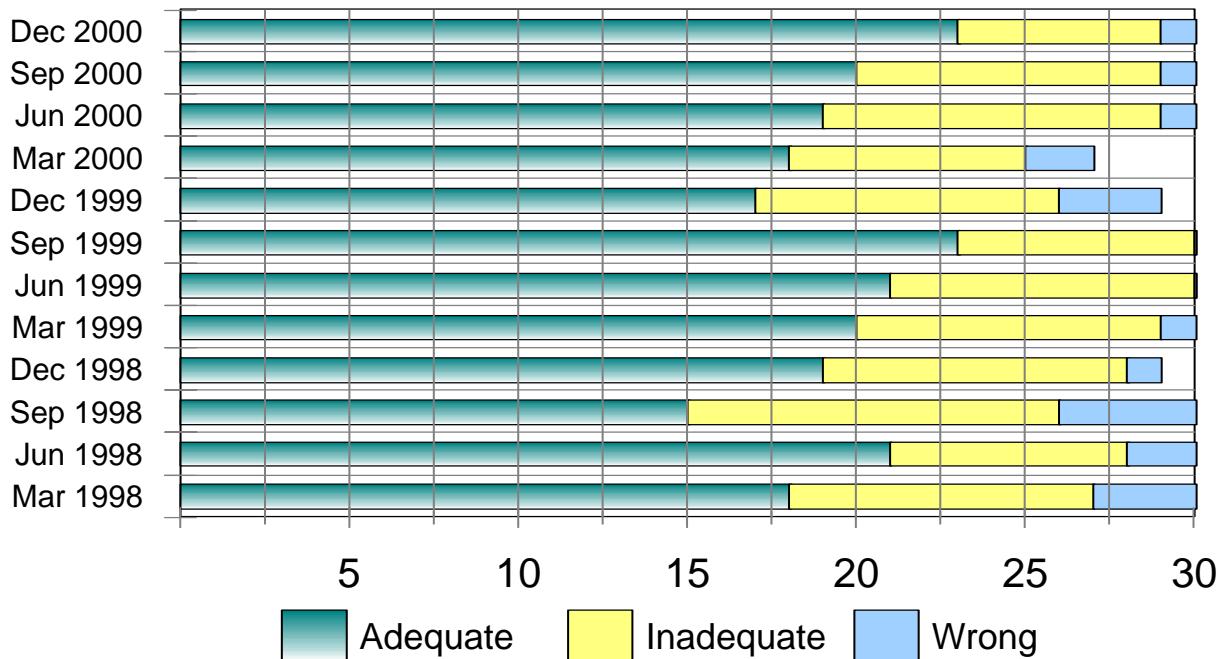
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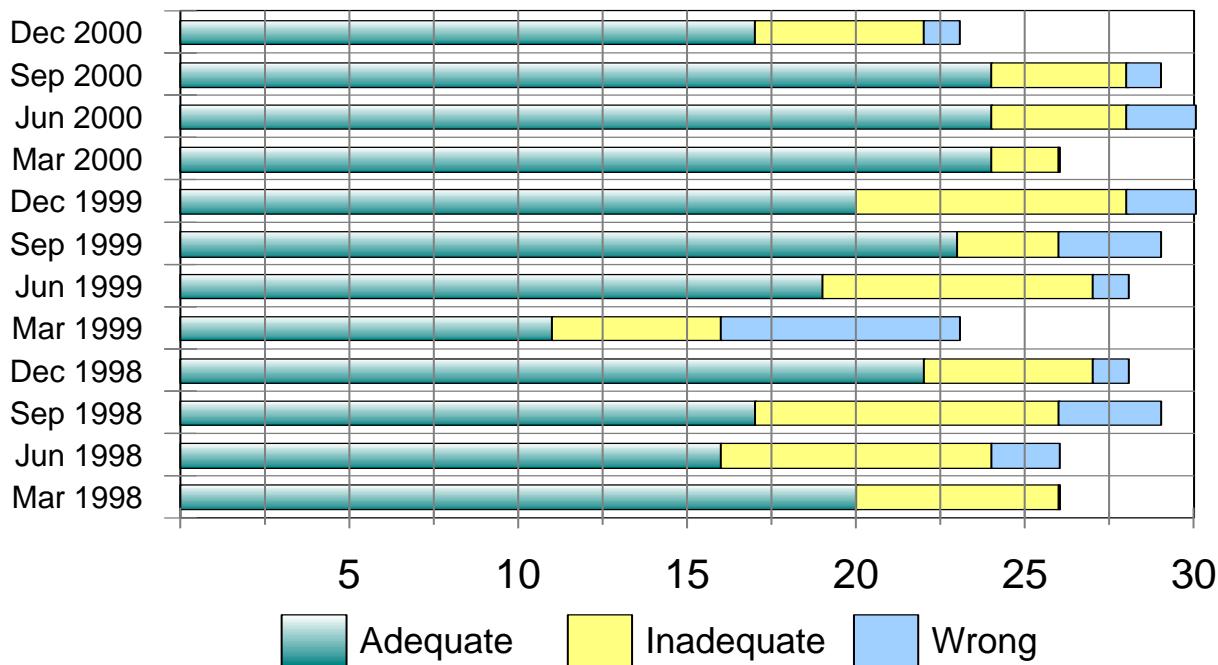
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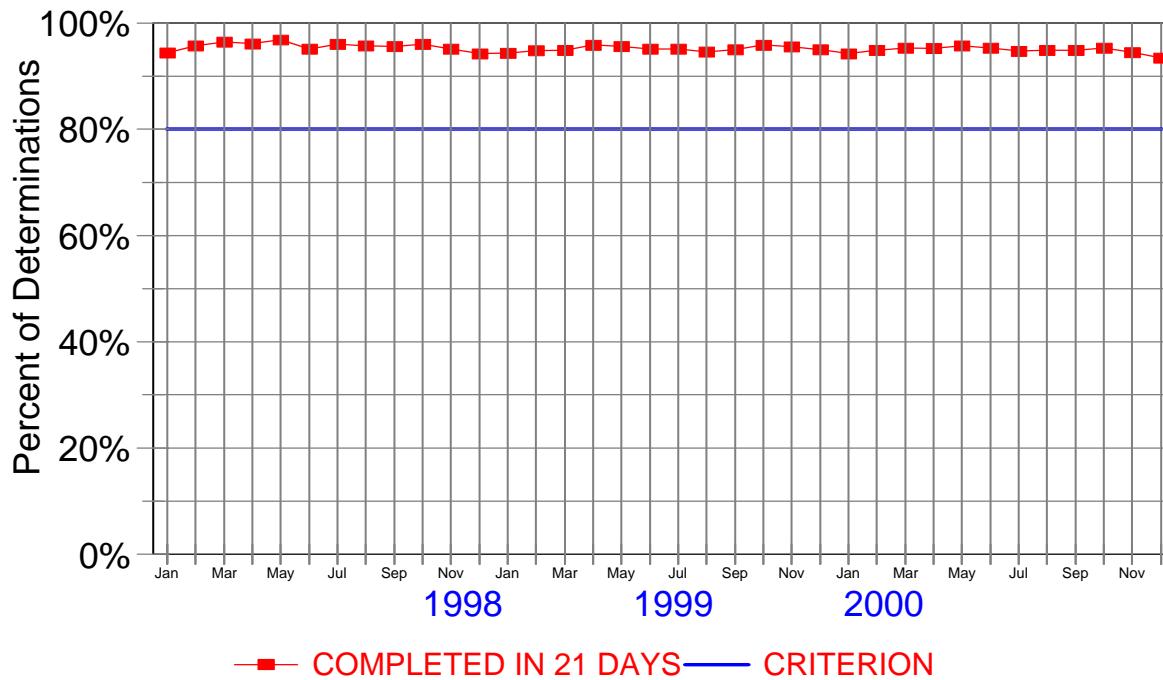


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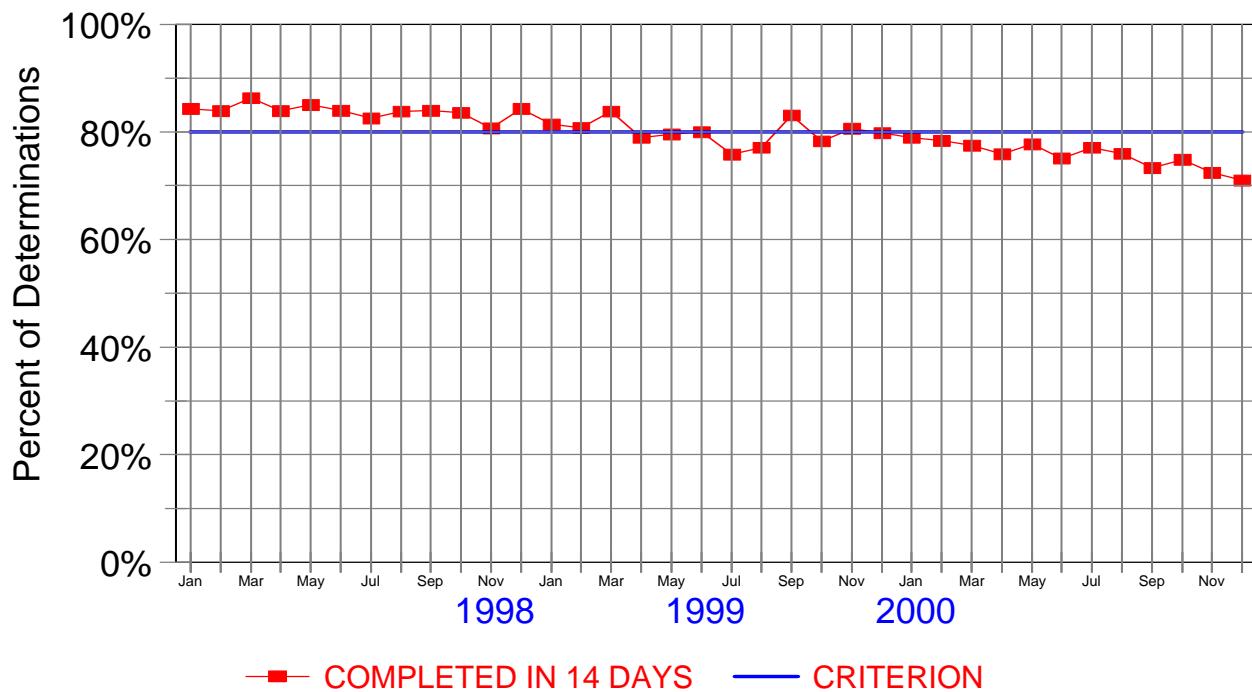


ARIZONA

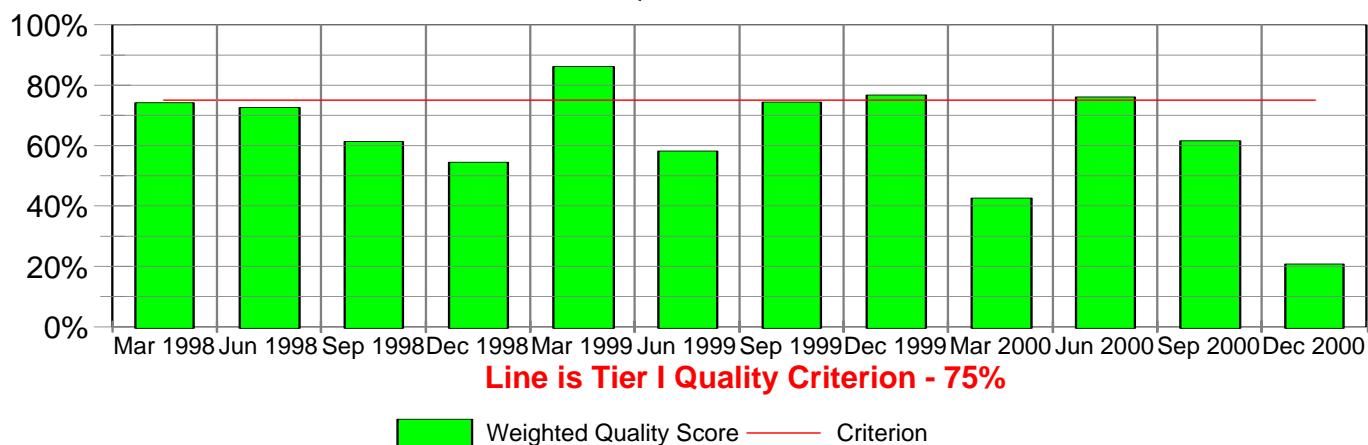
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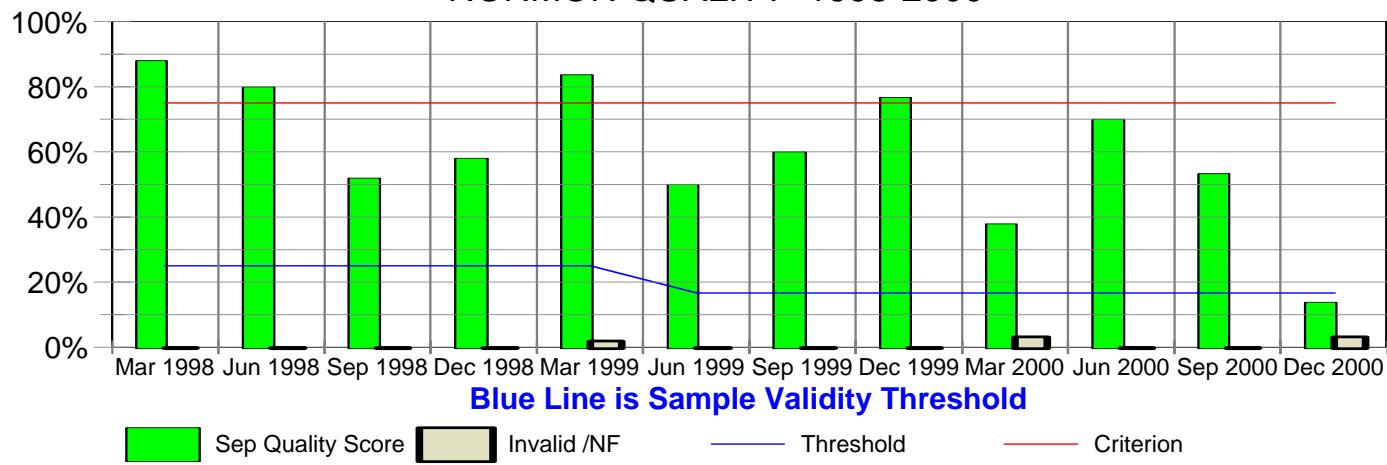
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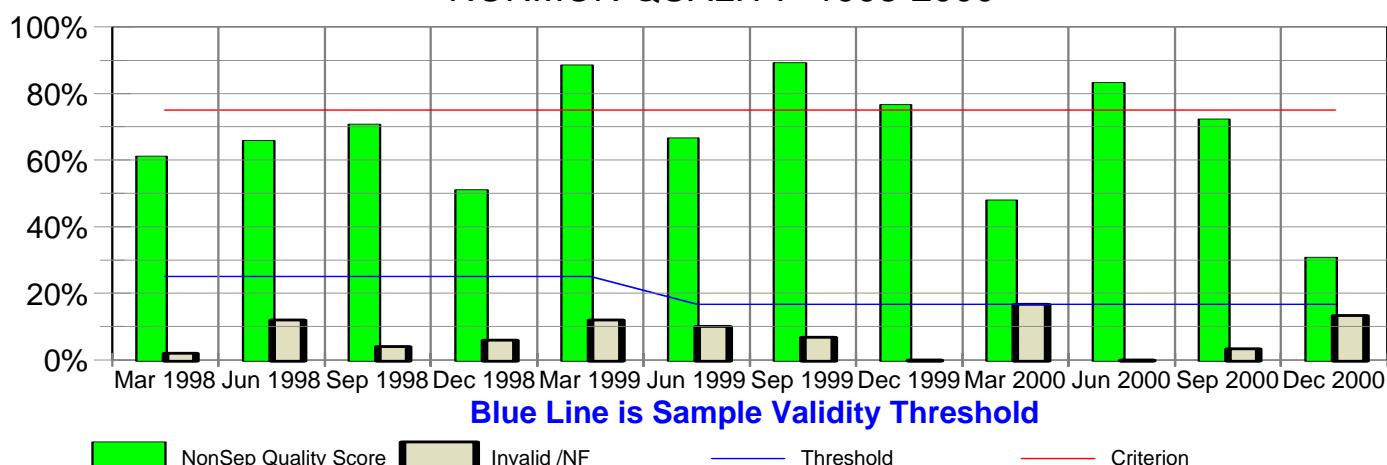
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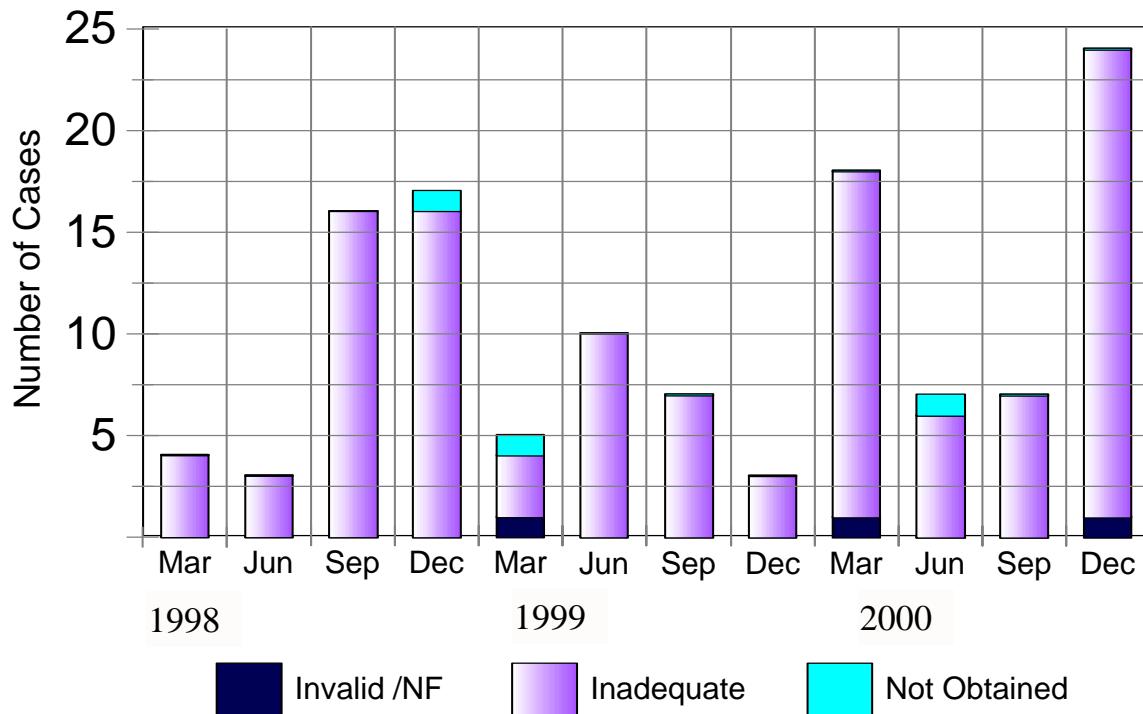
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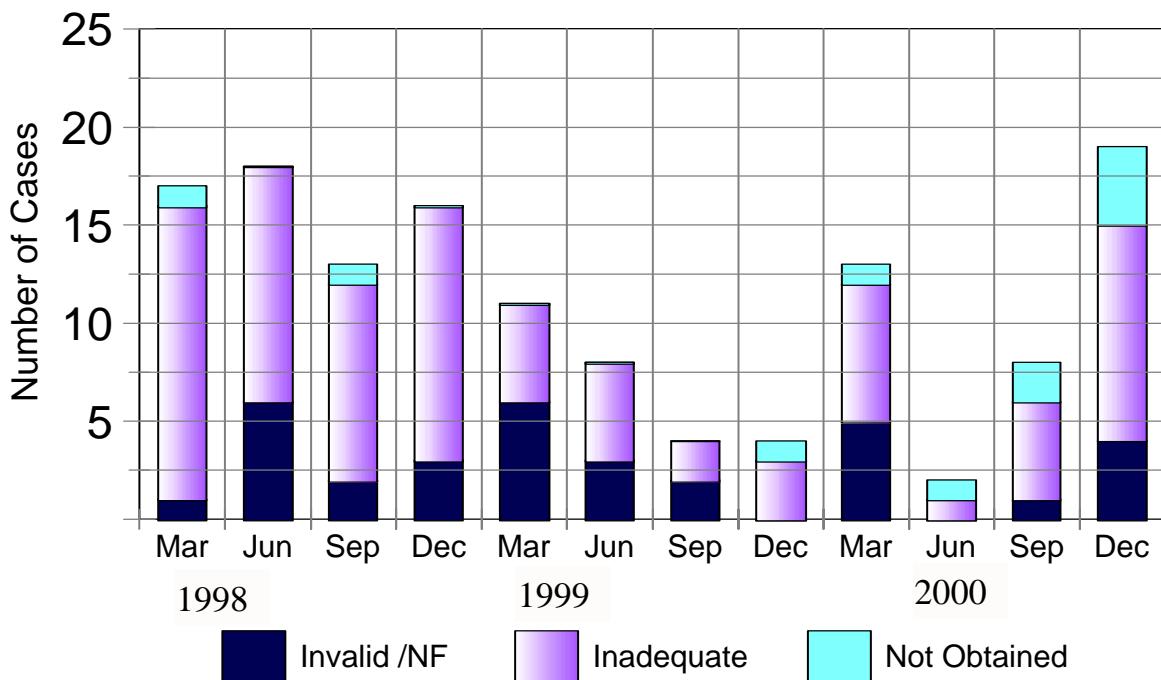
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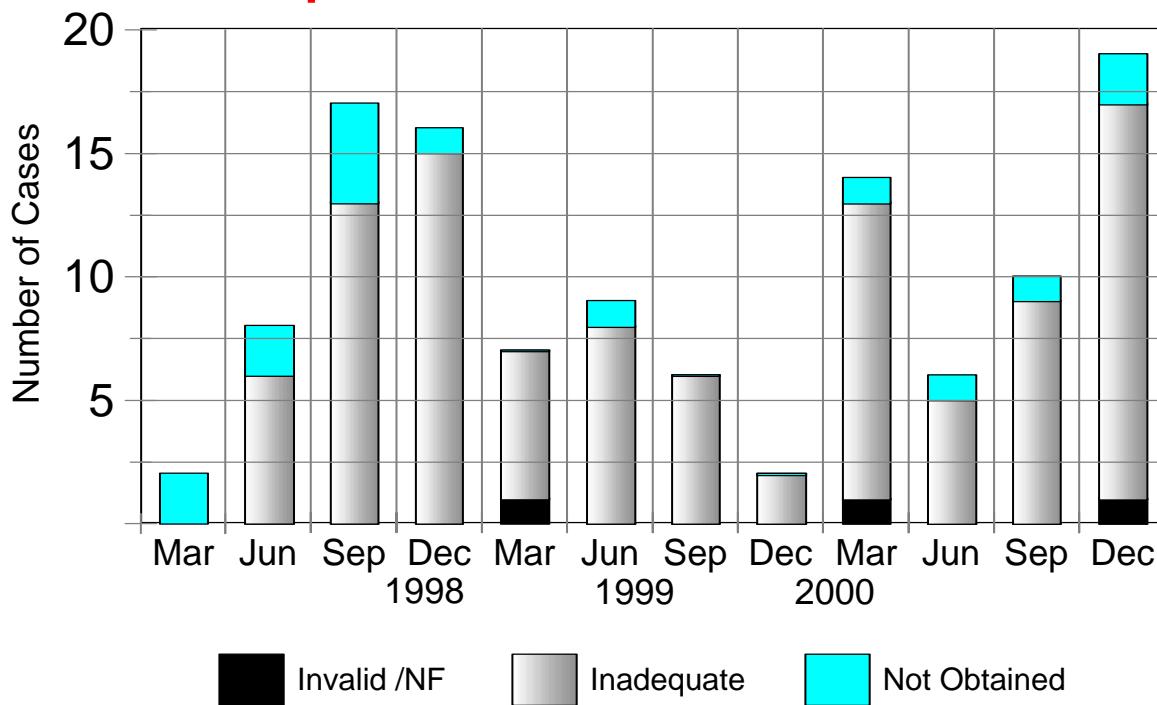
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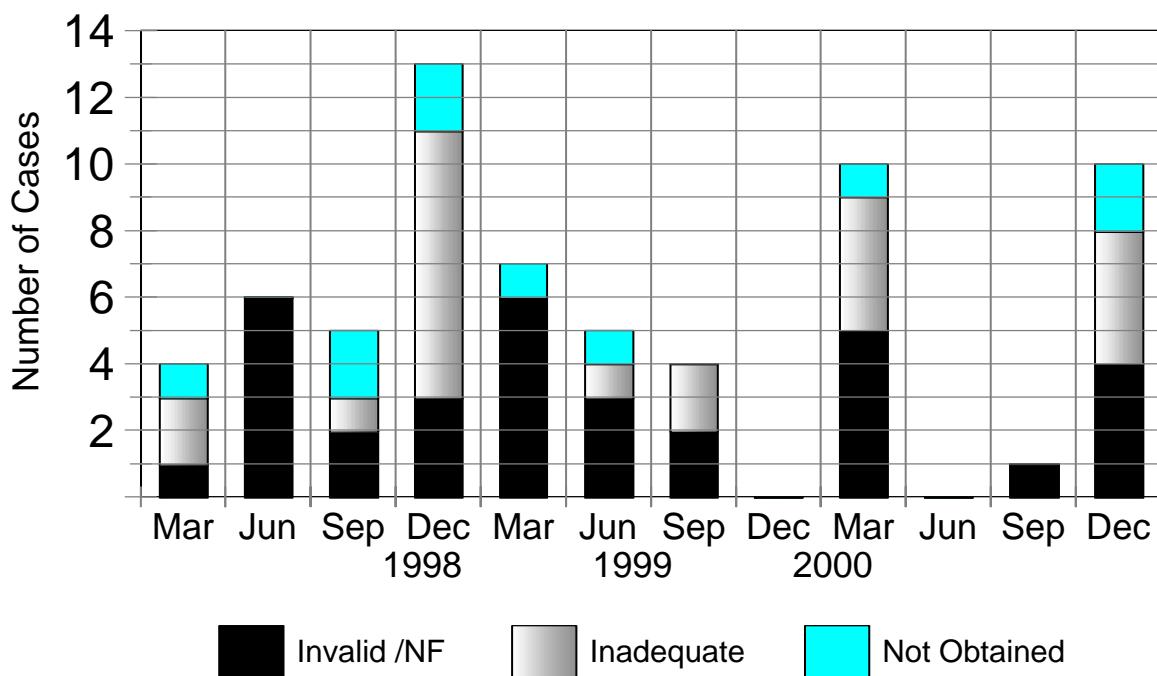
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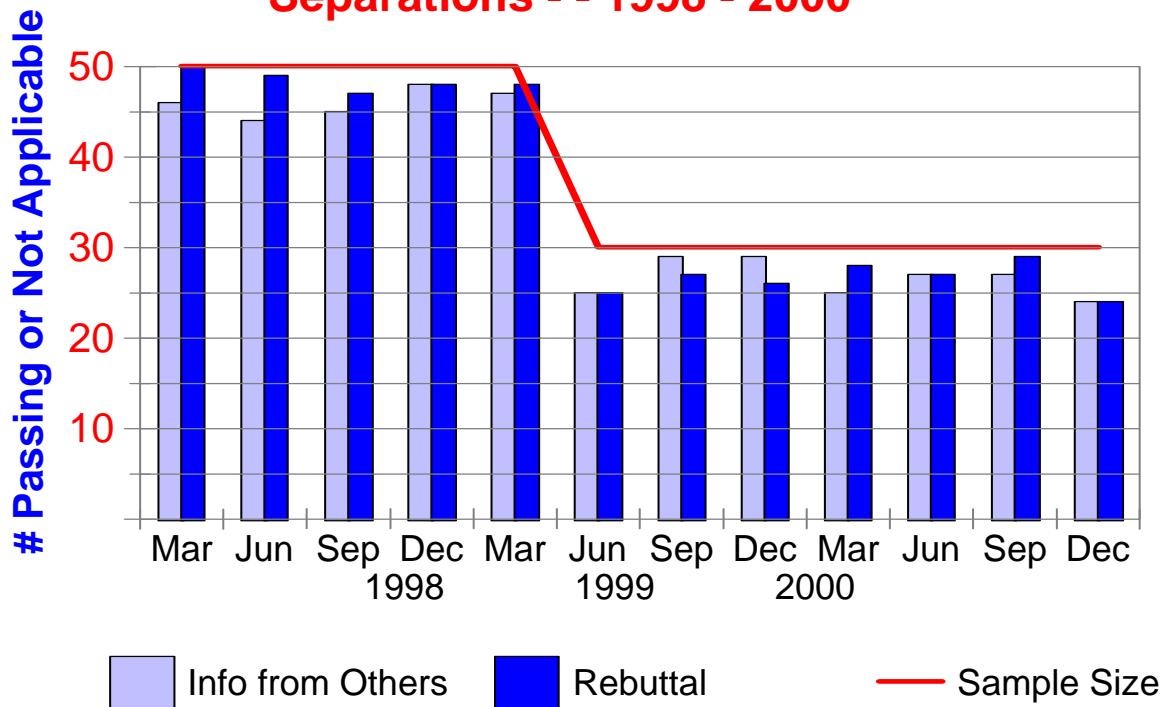
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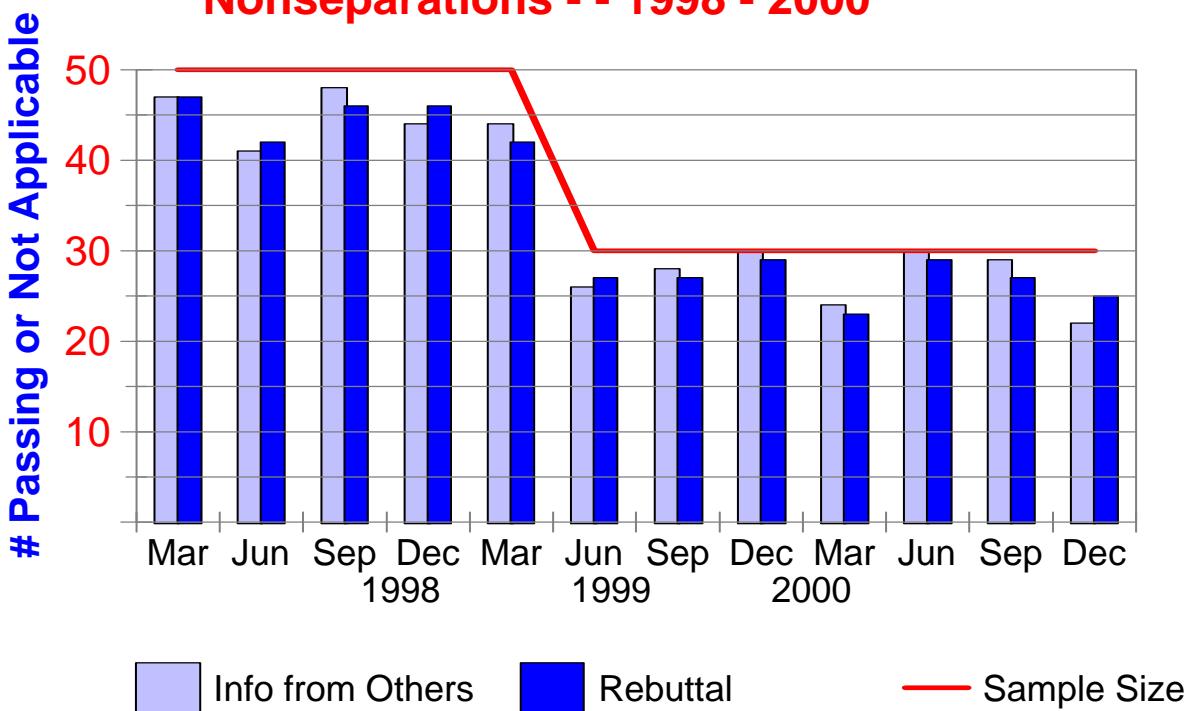
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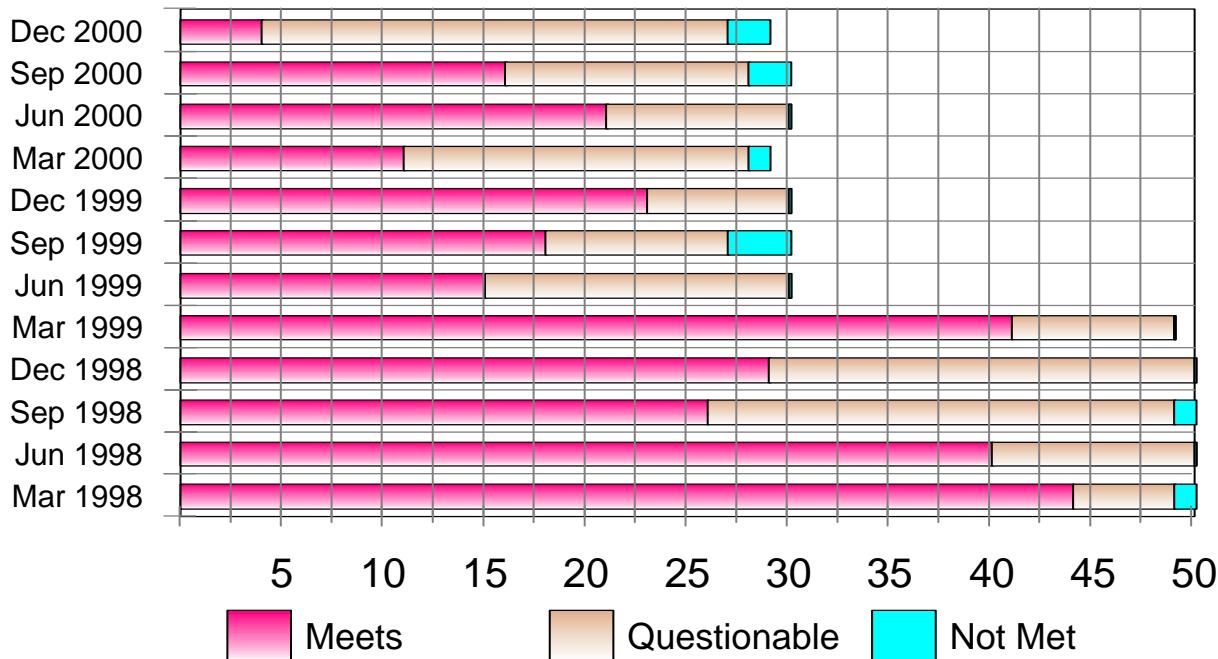
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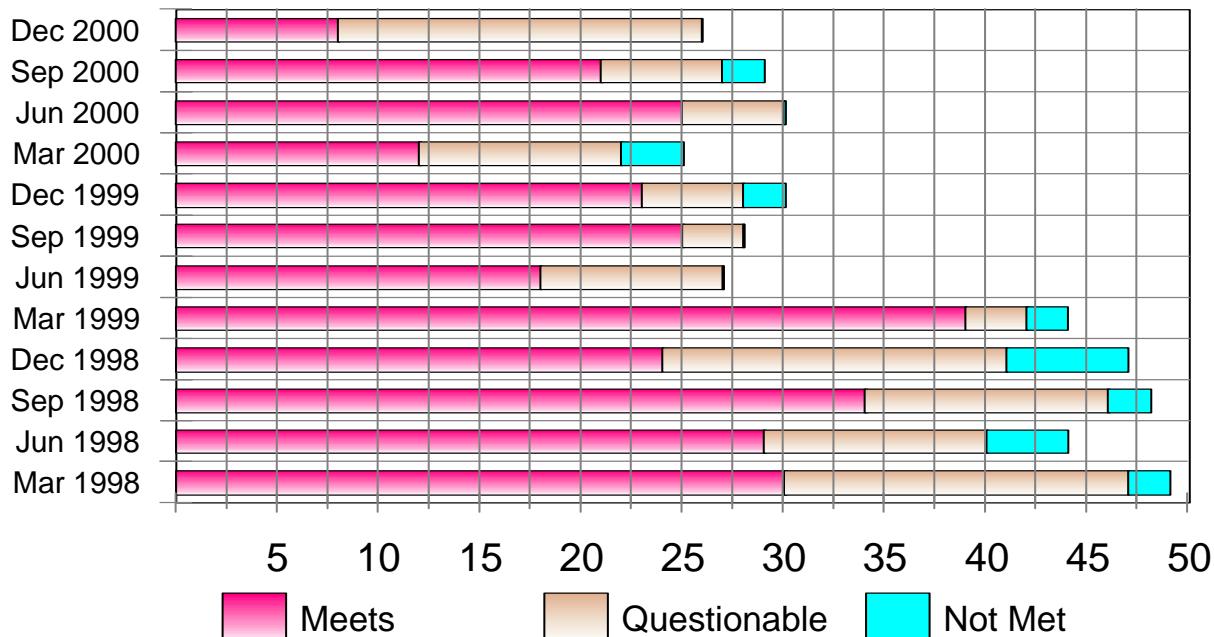
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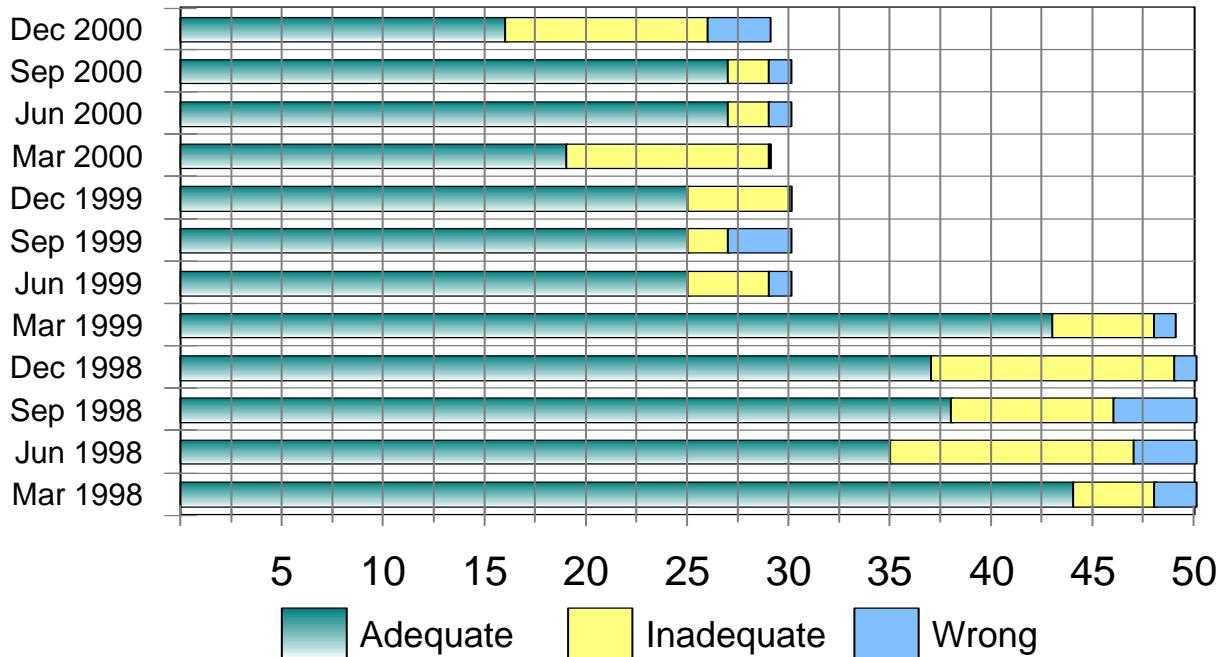
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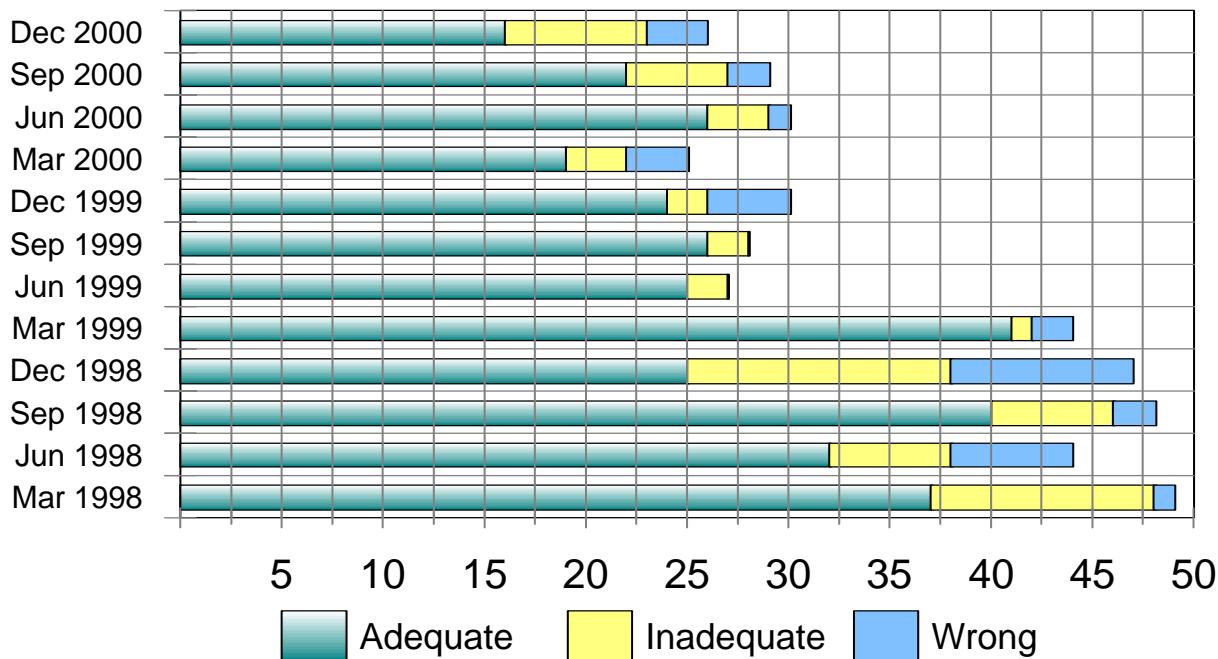
AZ - Meets Law & Policy - Results Nonseparations - - 1998 - 2000



AZ - Written Determination - Results Separations - - 1998 - 2000

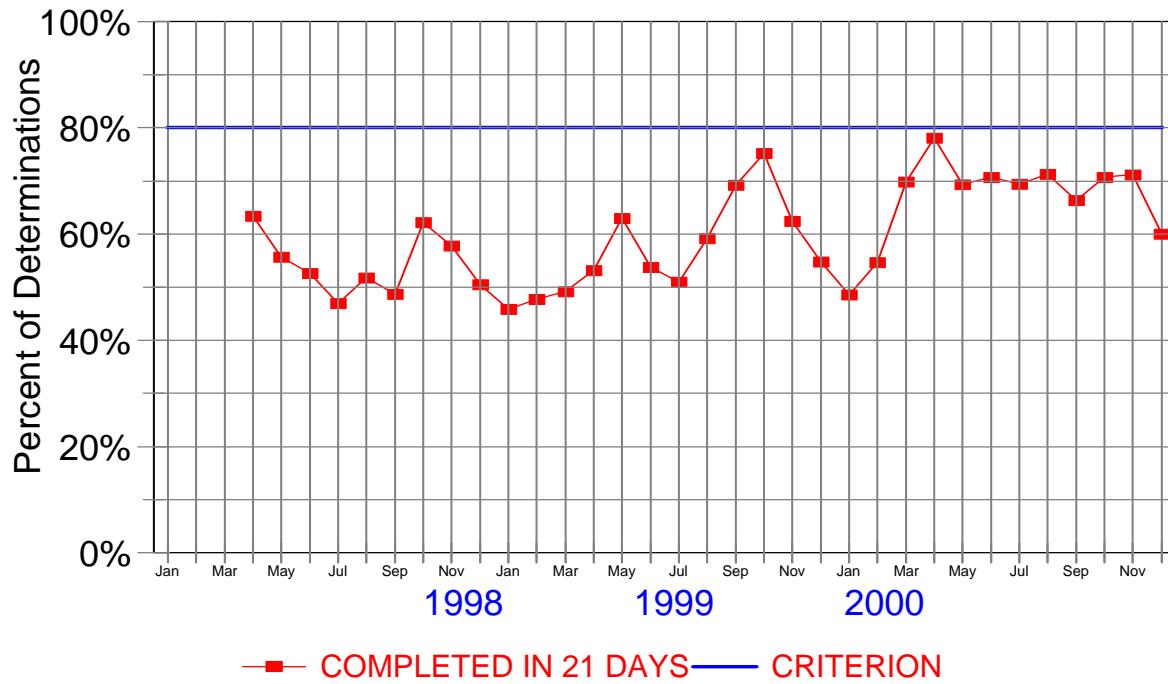


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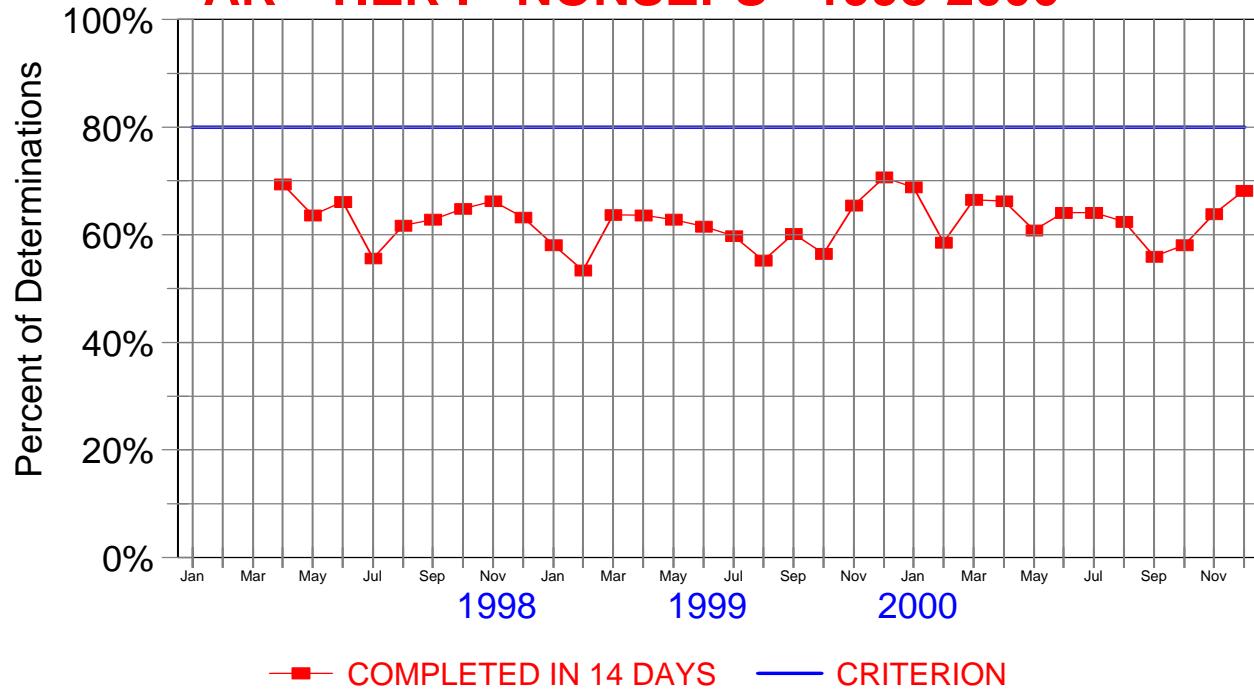


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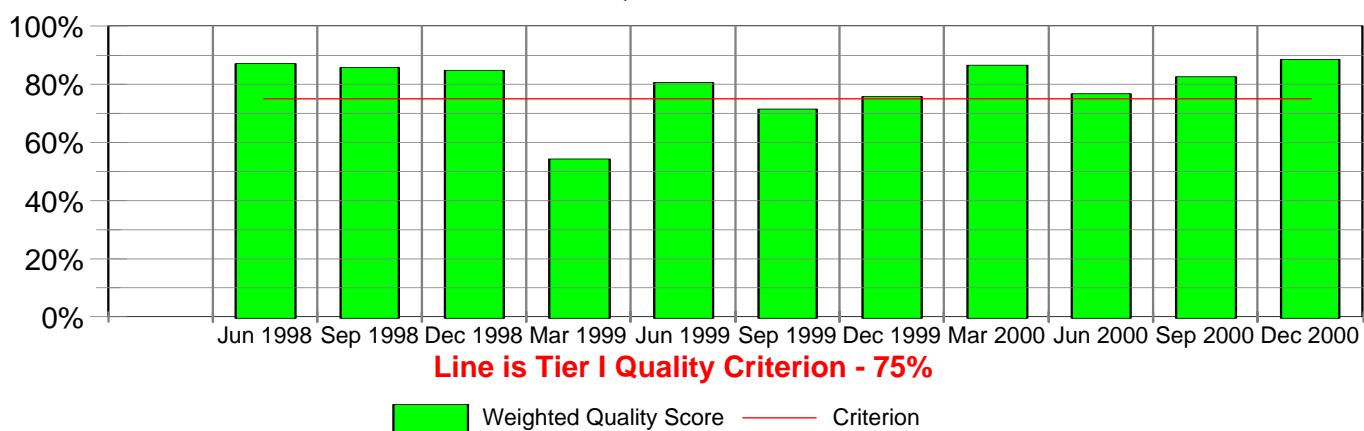
Nonmonetary Determinations Timeliness AR - TIER I - SEPARATIONS - 1998-2000



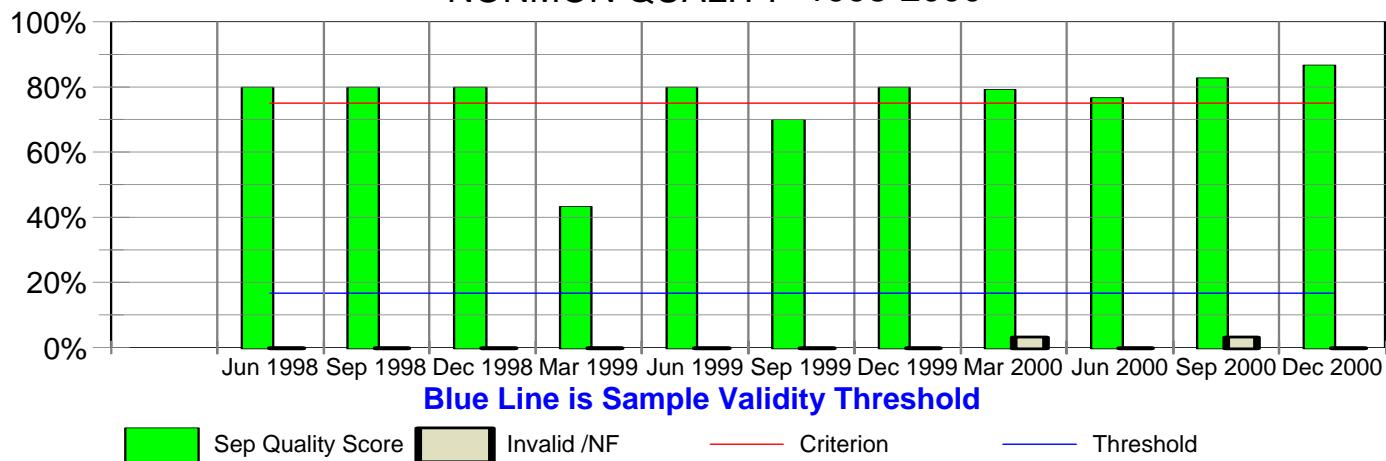
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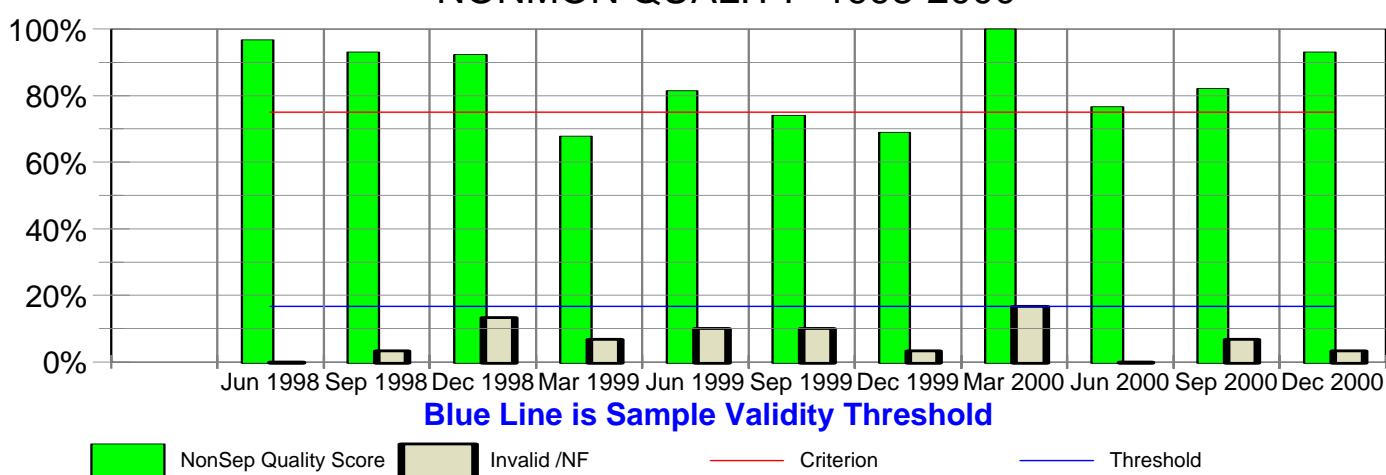
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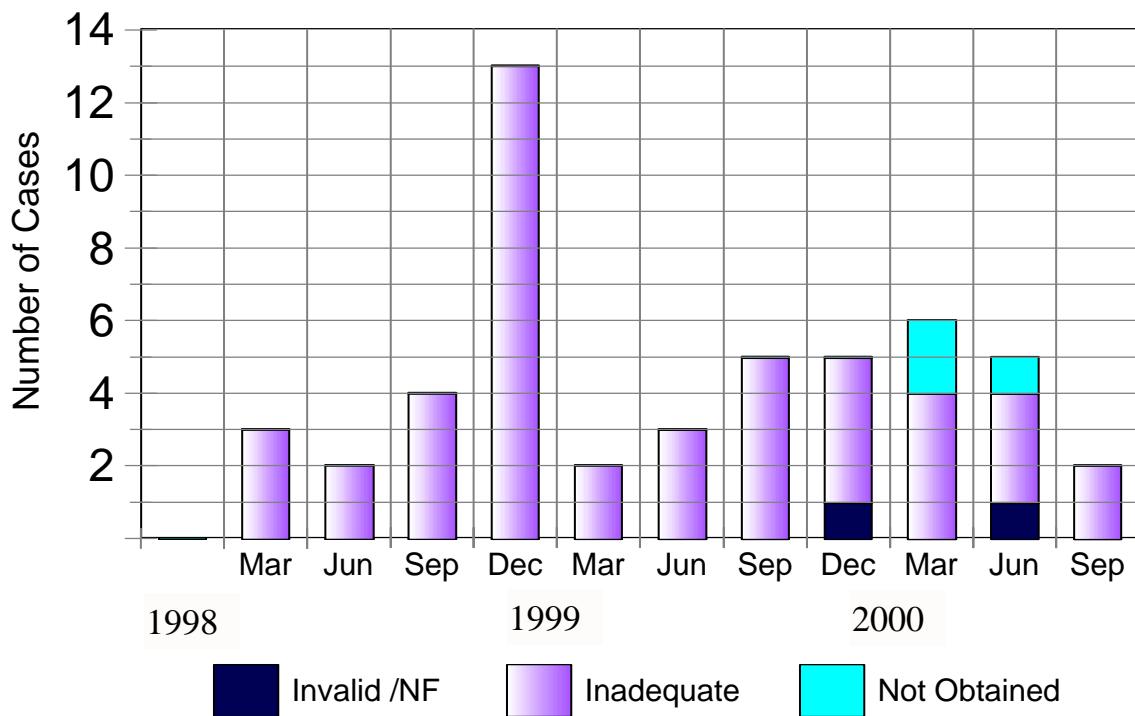
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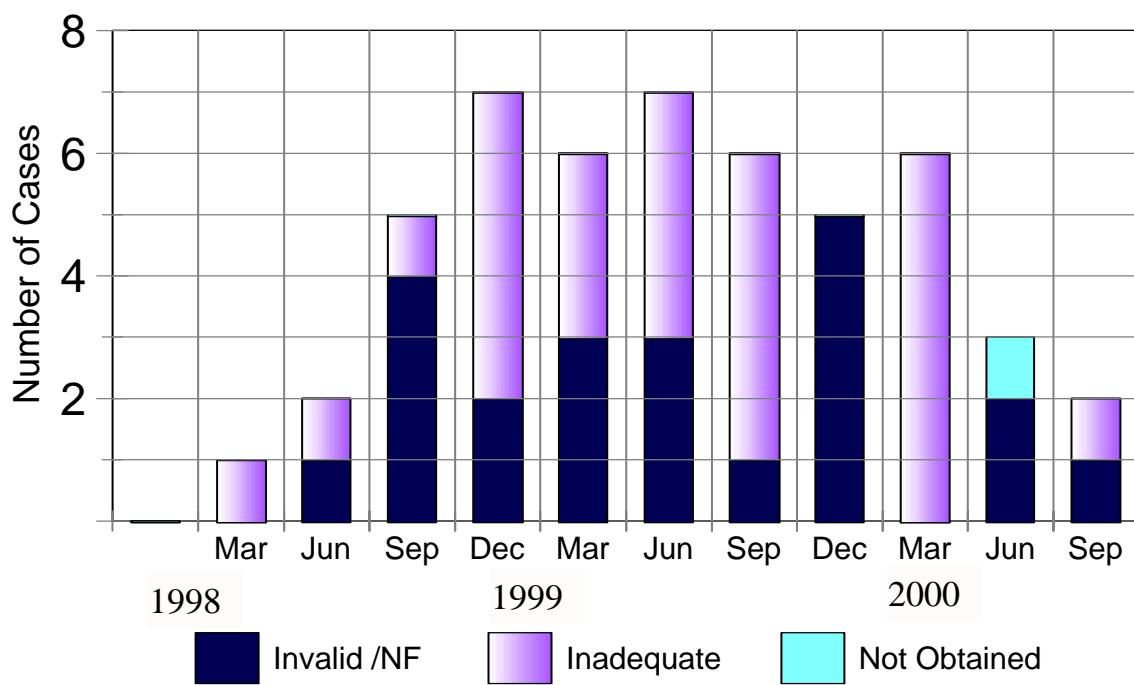
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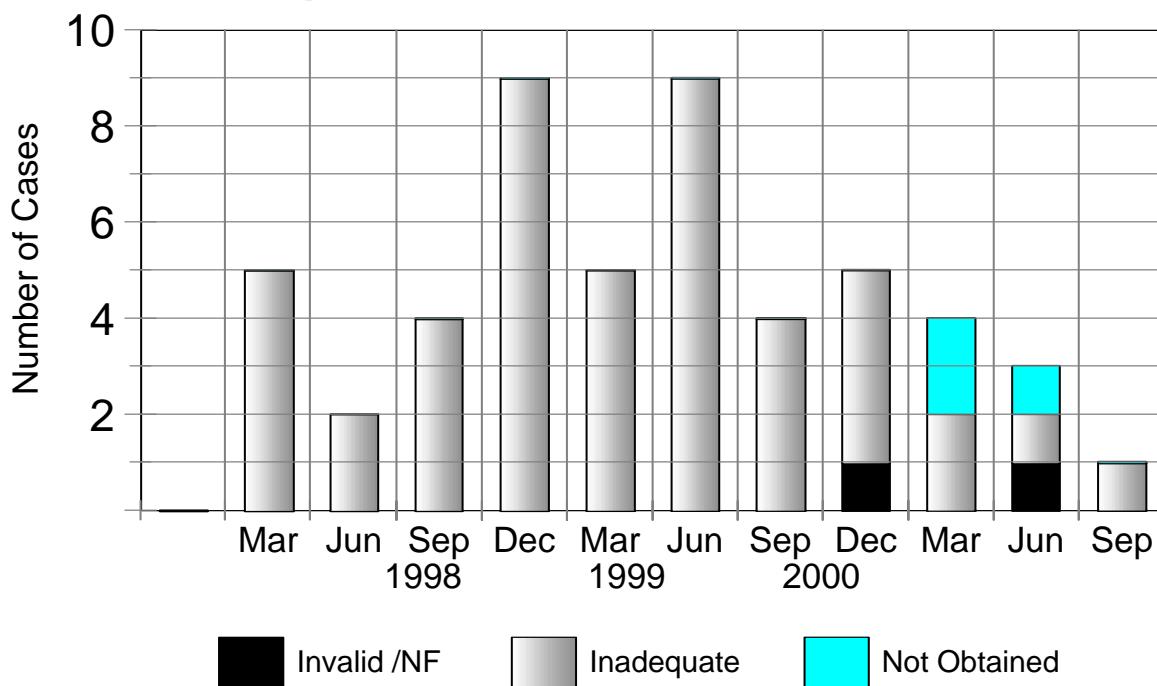
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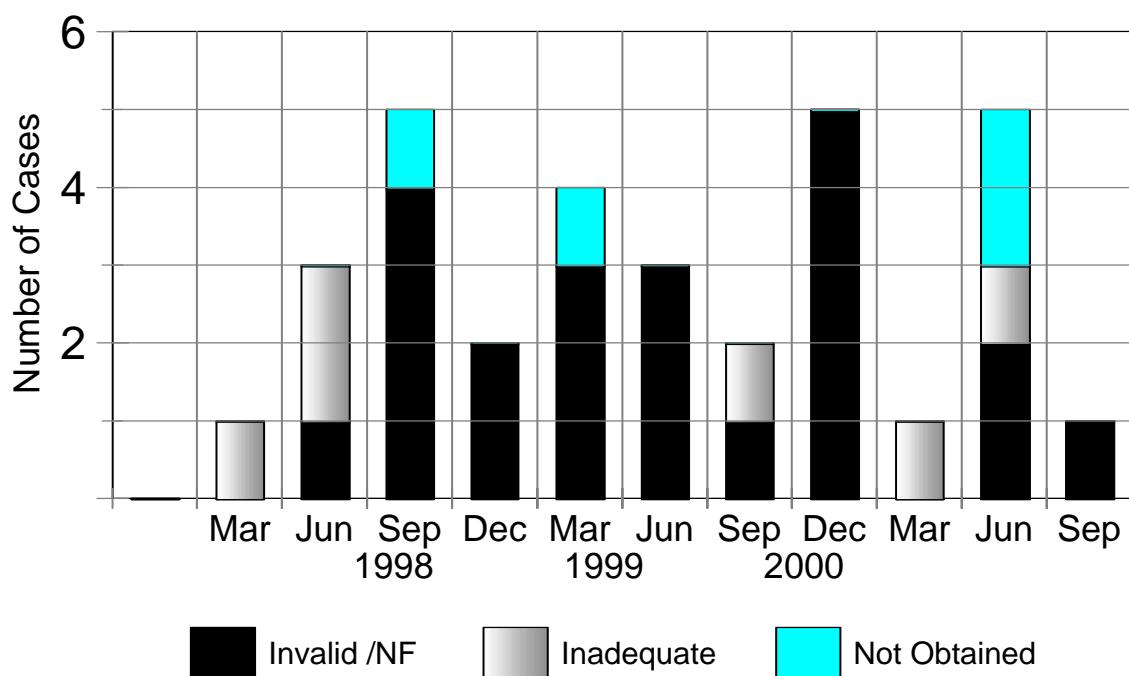
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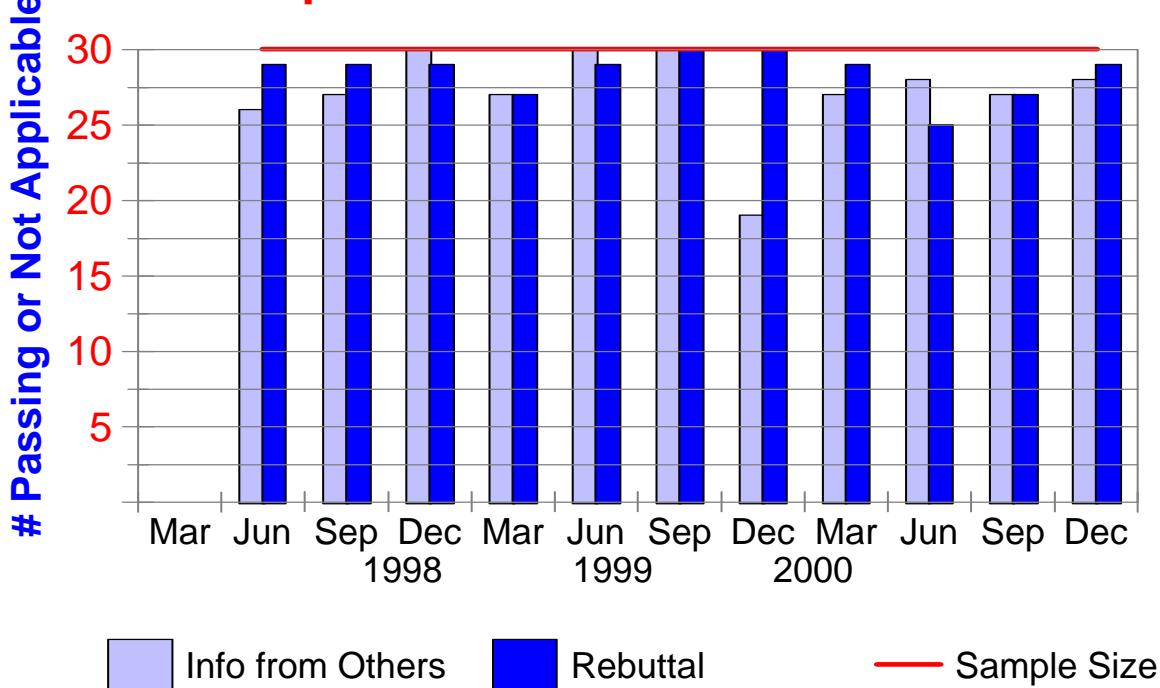


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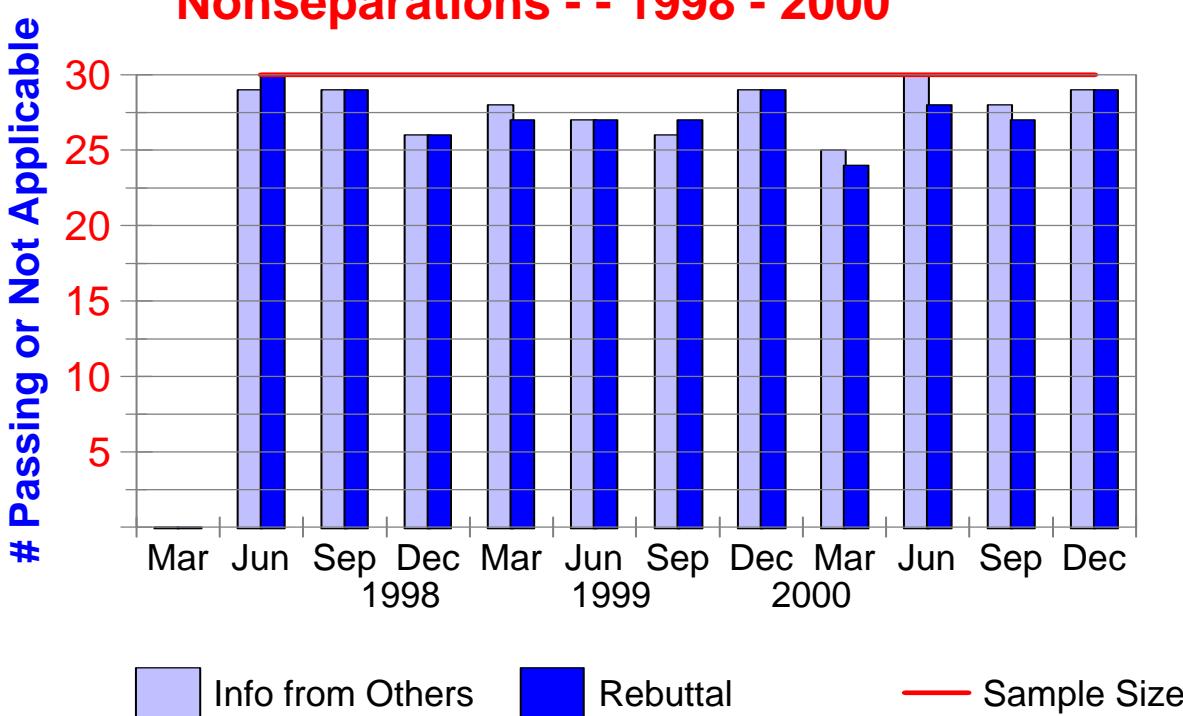
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Separations - - 1998 - 2000

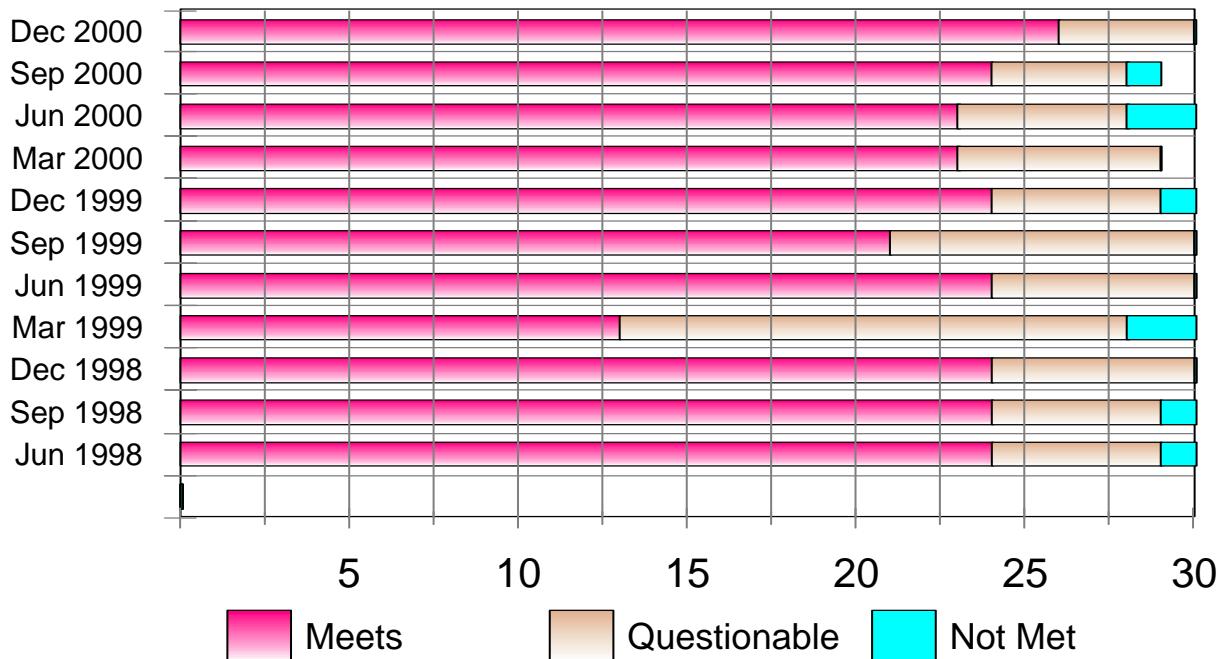


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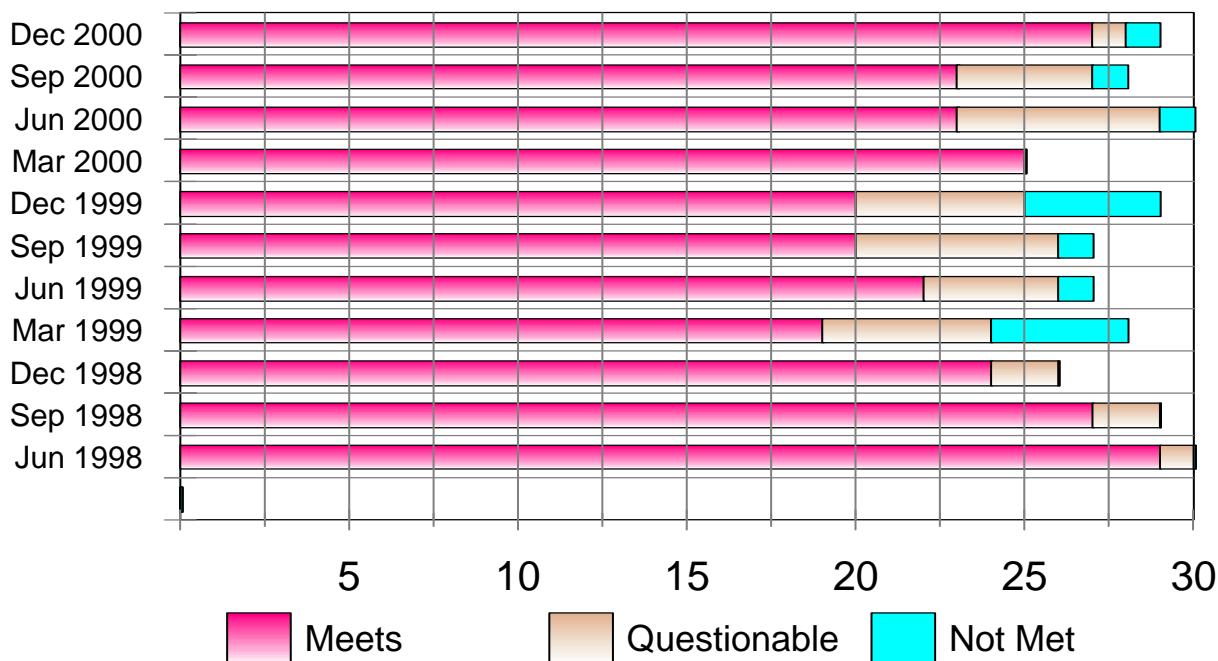
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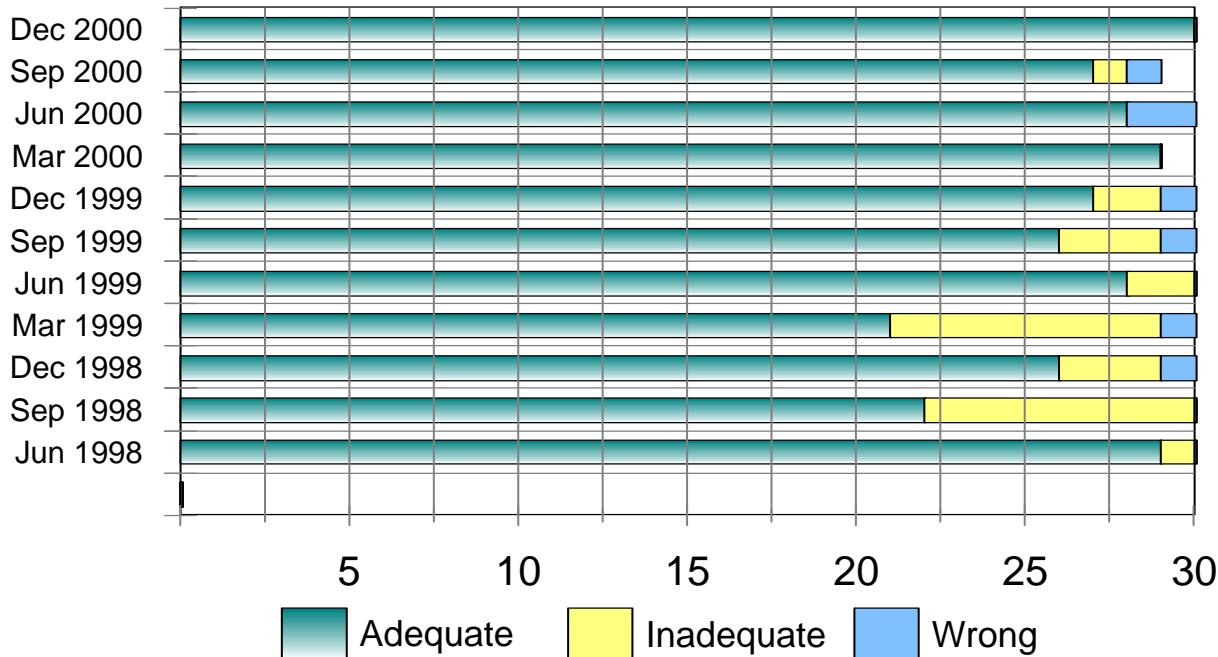
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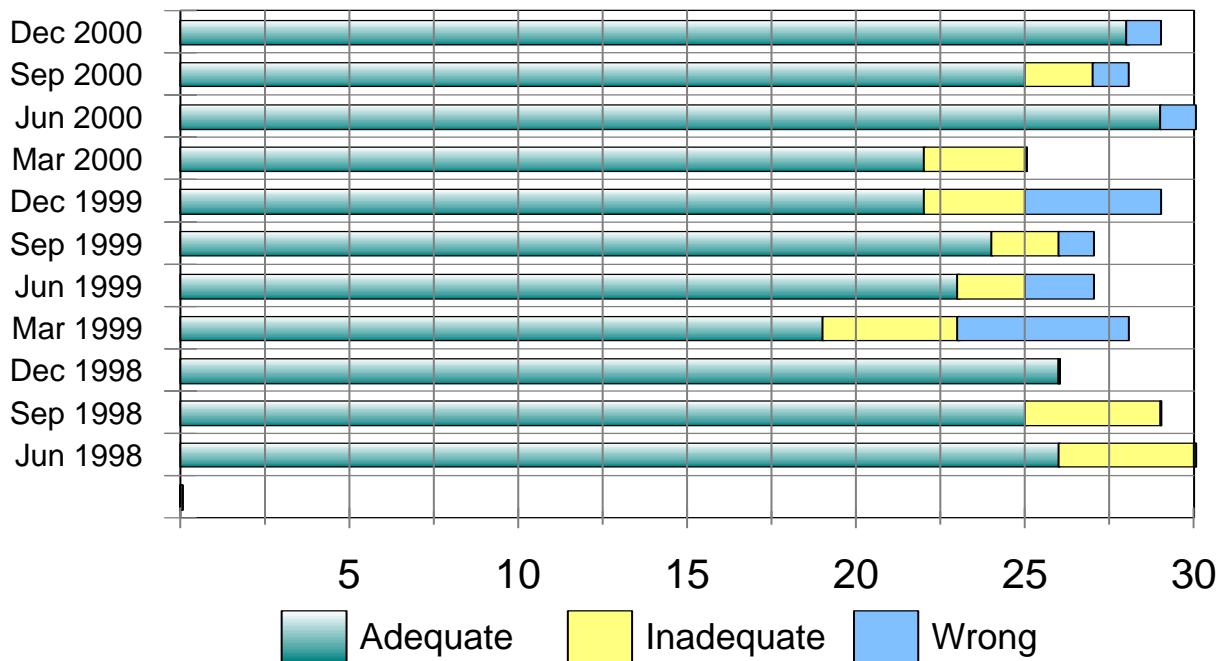
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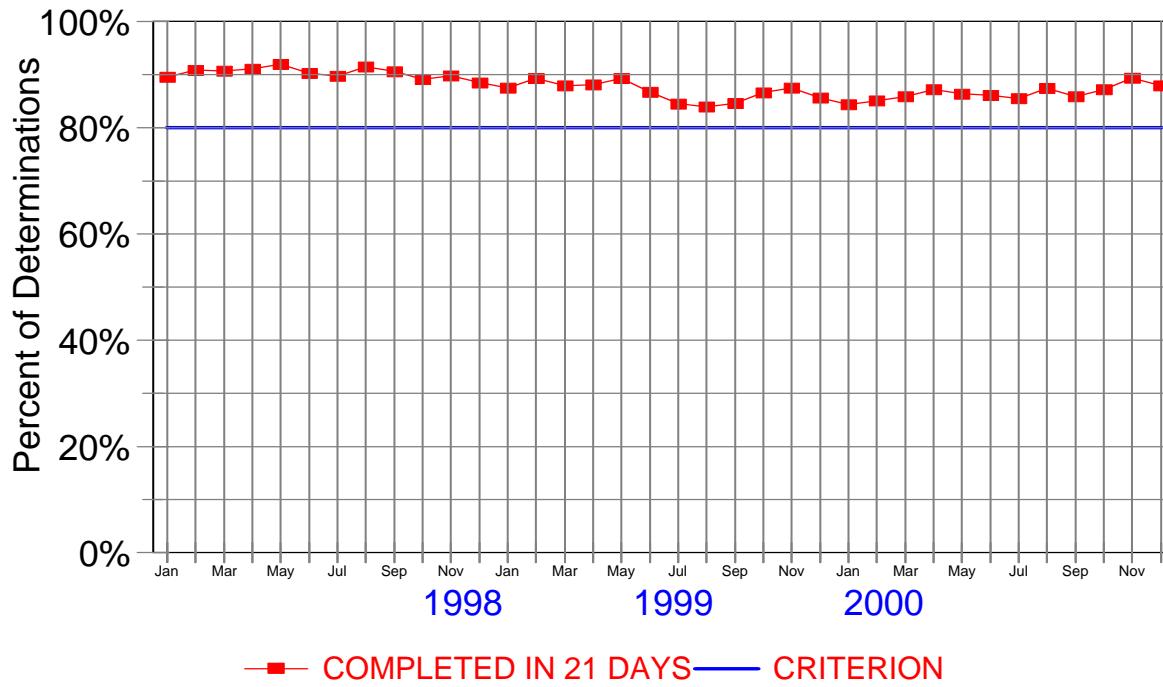


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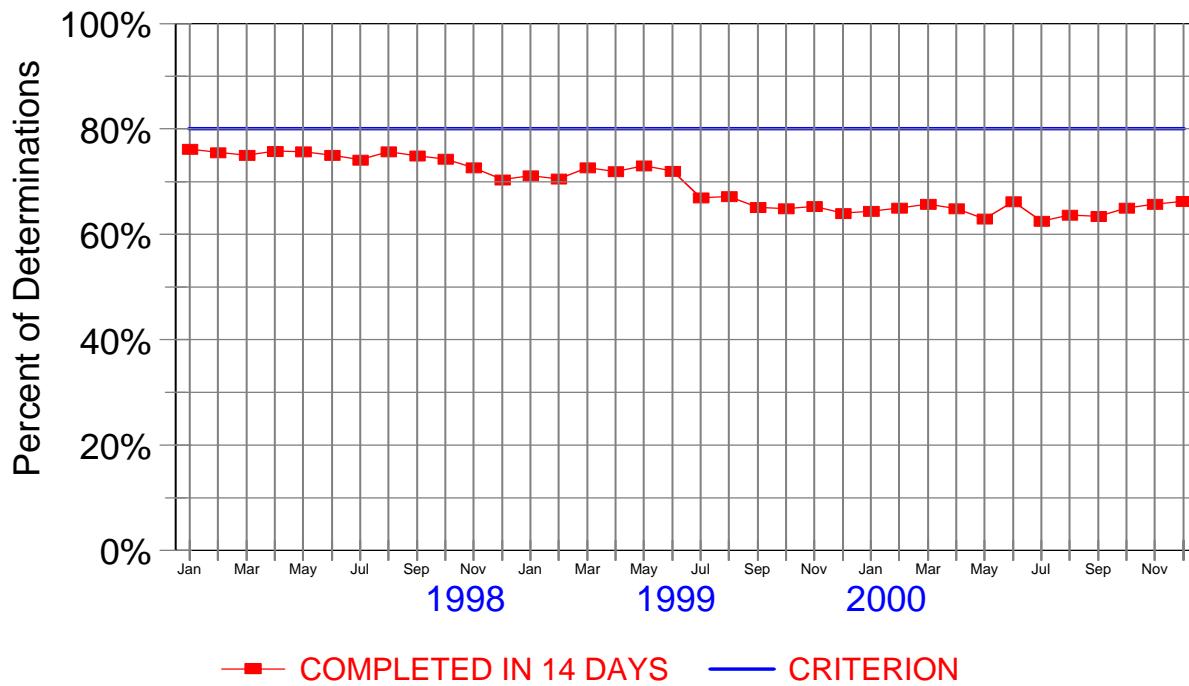


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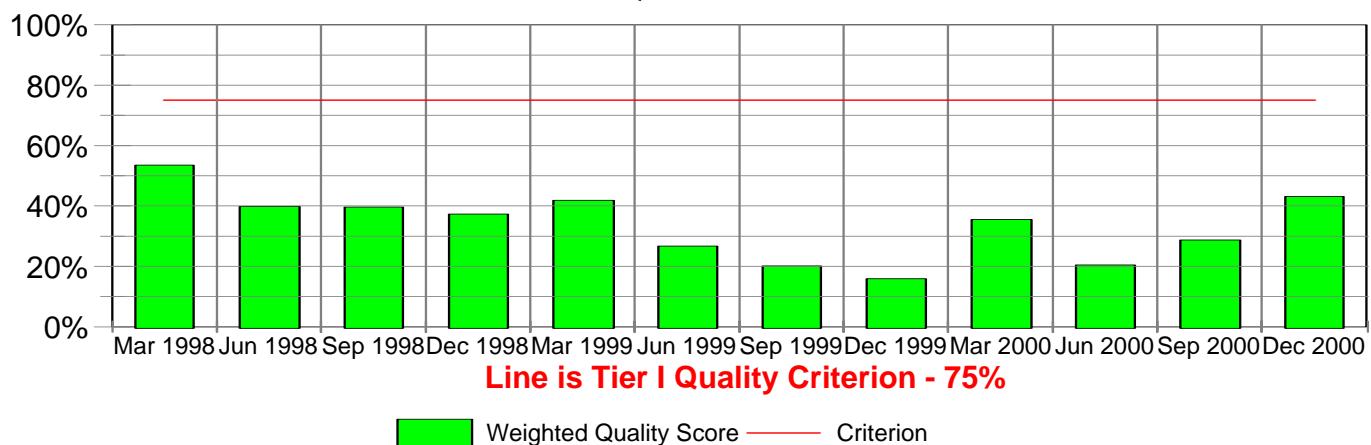
Nonmonetary Determinations Timeliness CA - TIER I - SEPARATIONS - 1998-2000



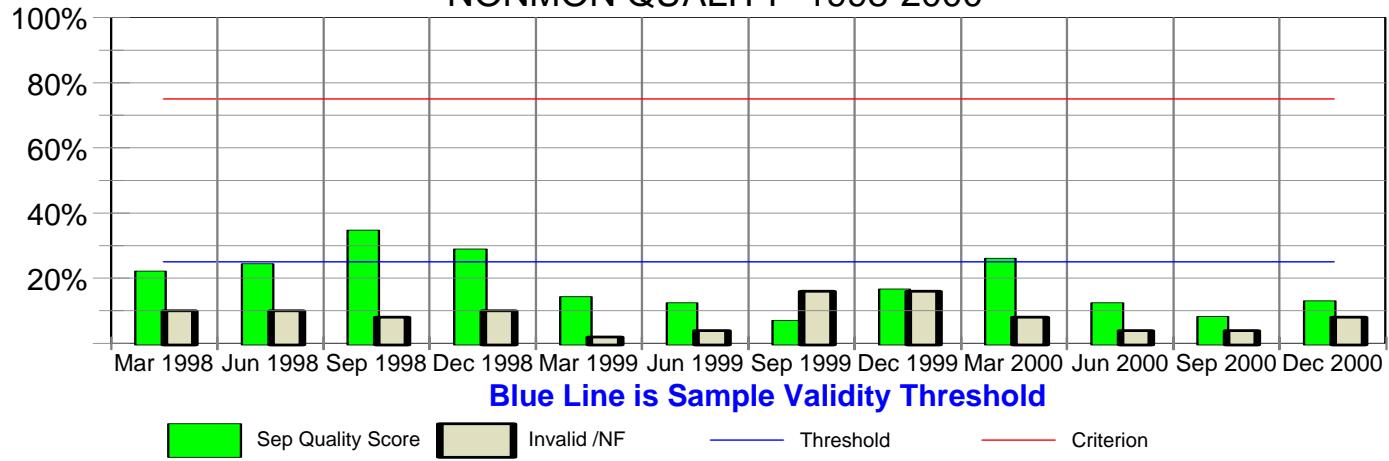
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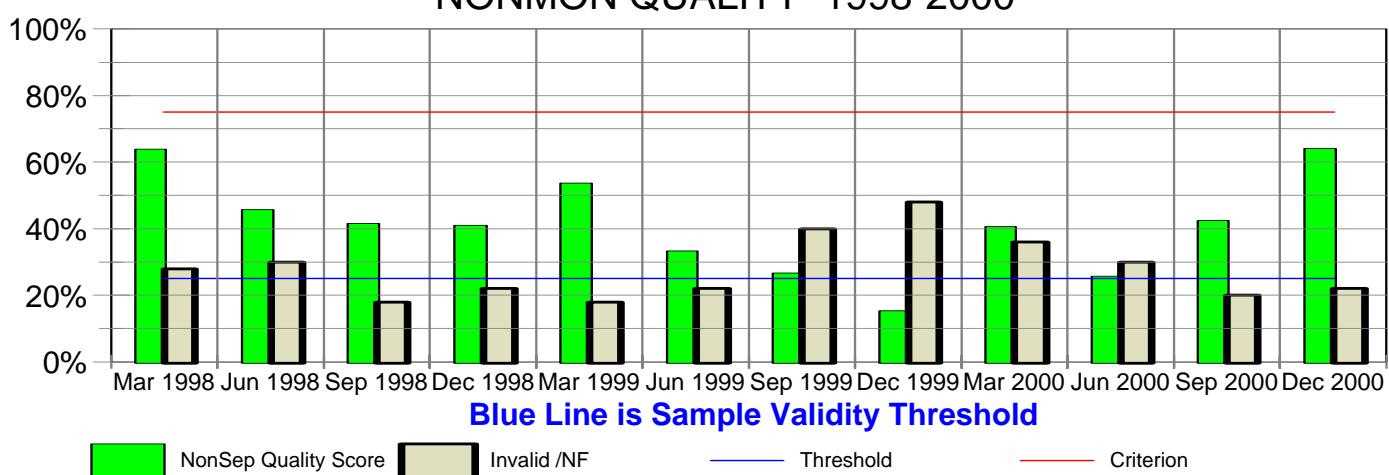
CALIFORNIA NONMON QUALITY 1998-2000



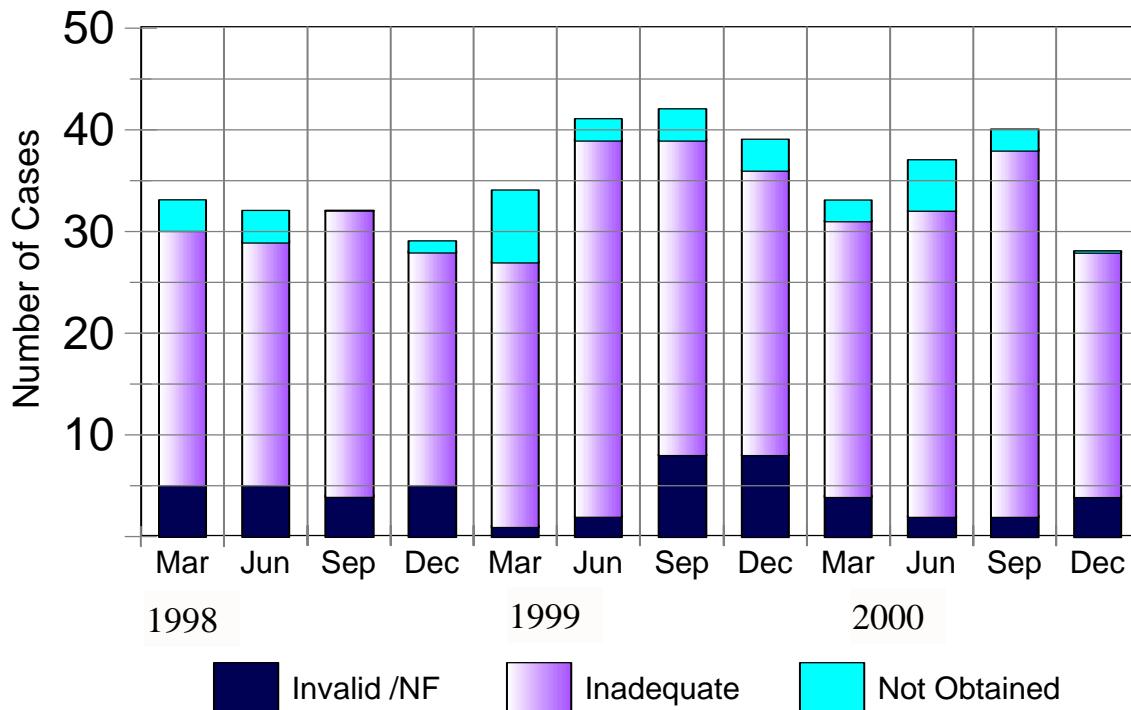
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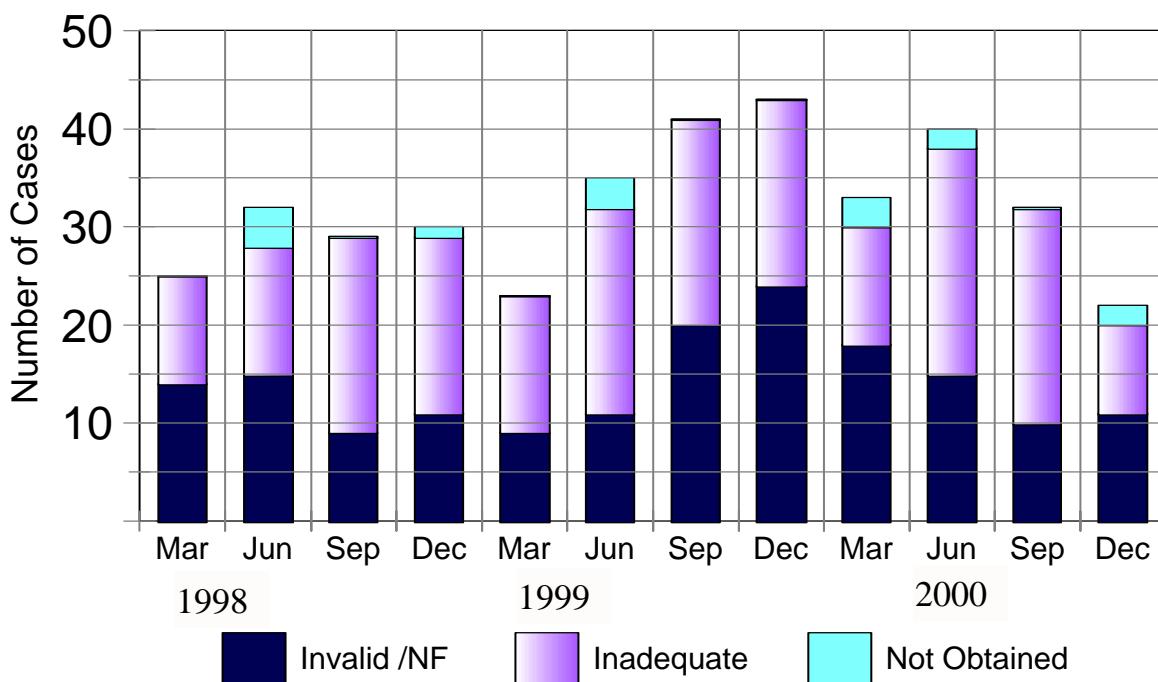
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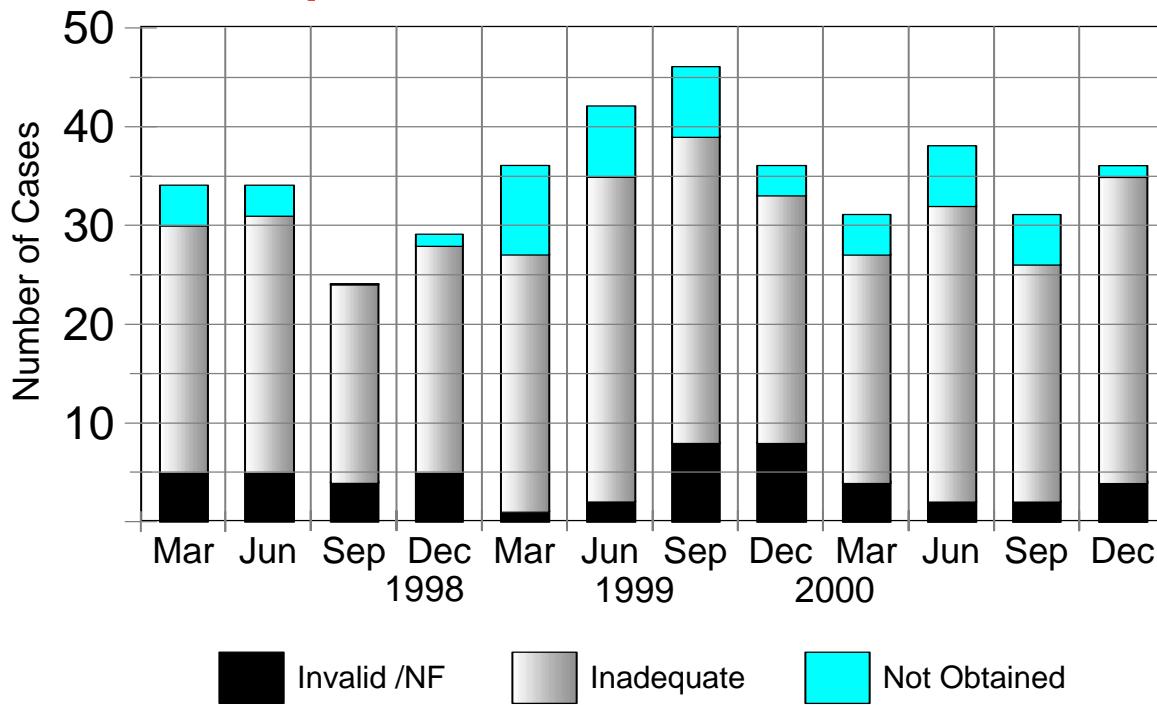
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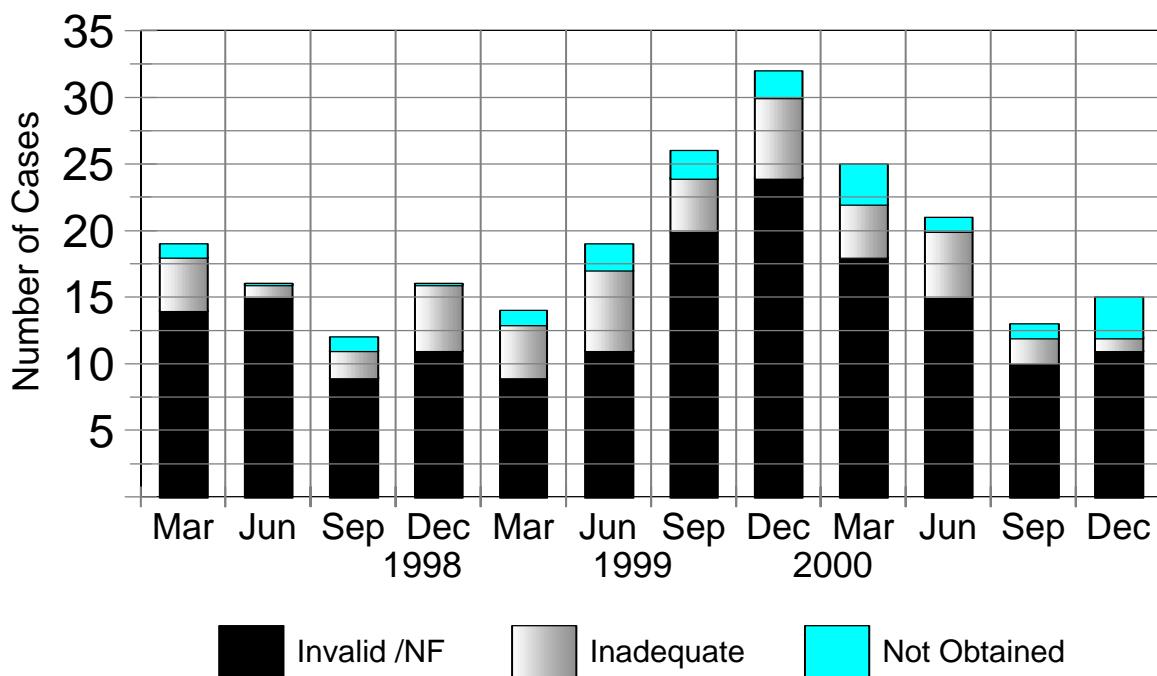
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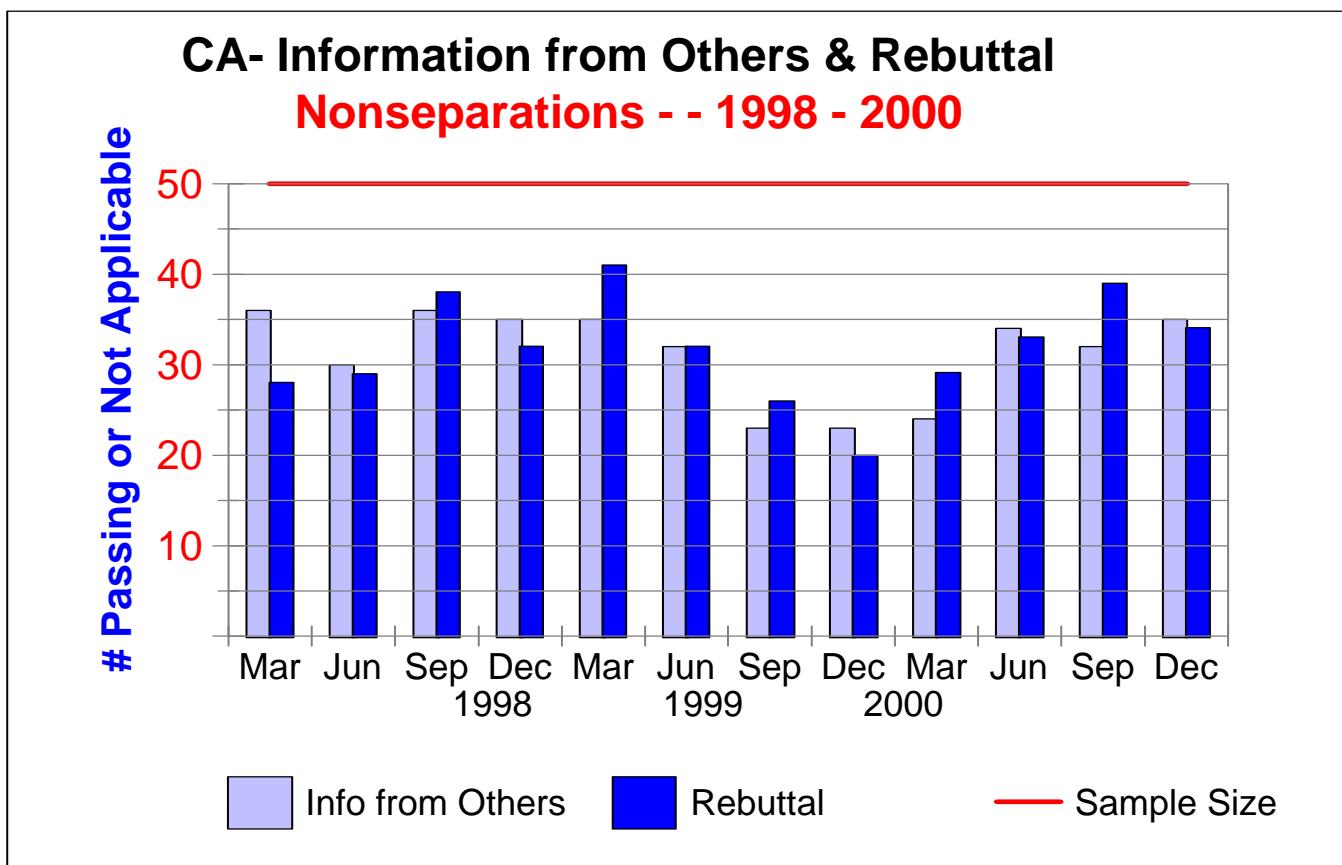
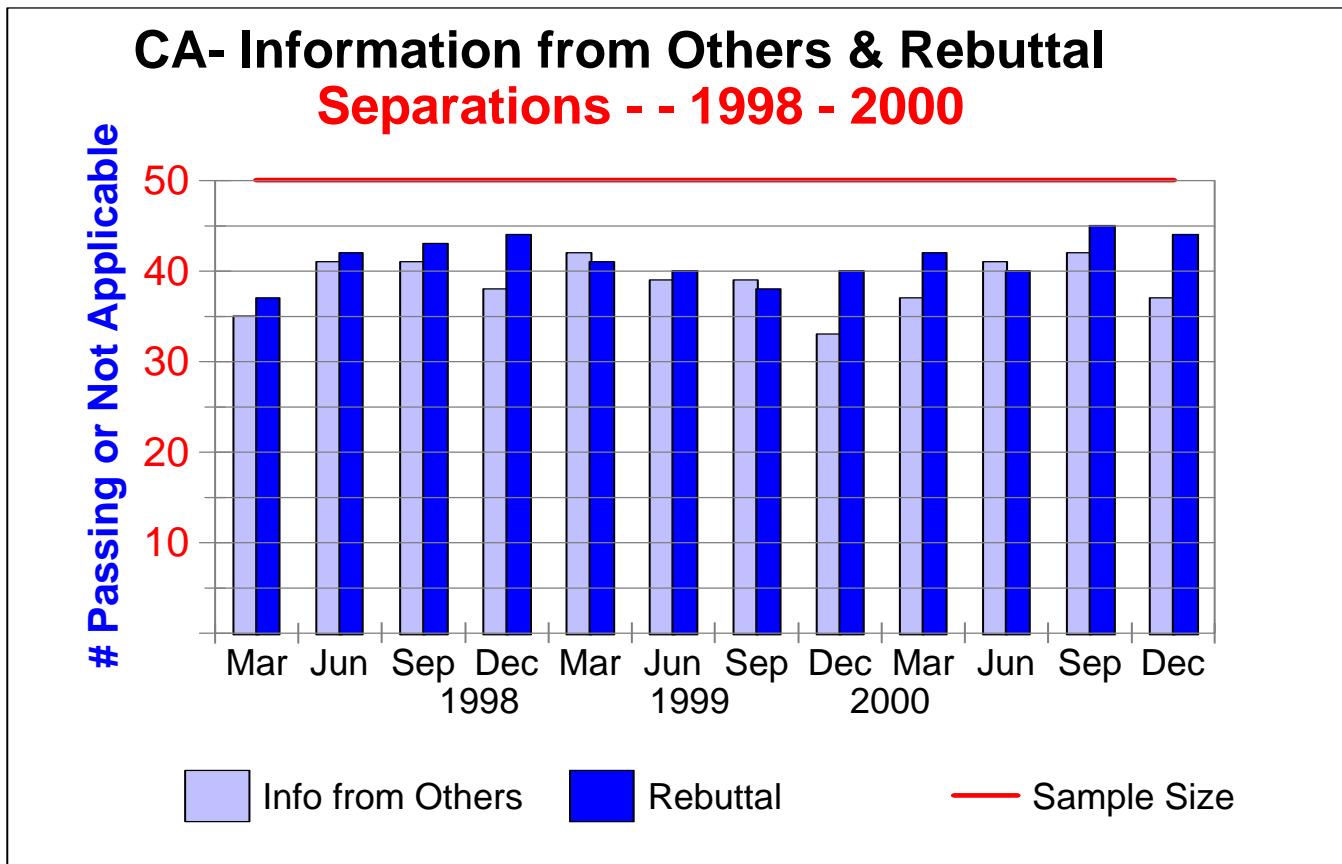


CA - Employer Information Problems Separations - 1998 - 2000

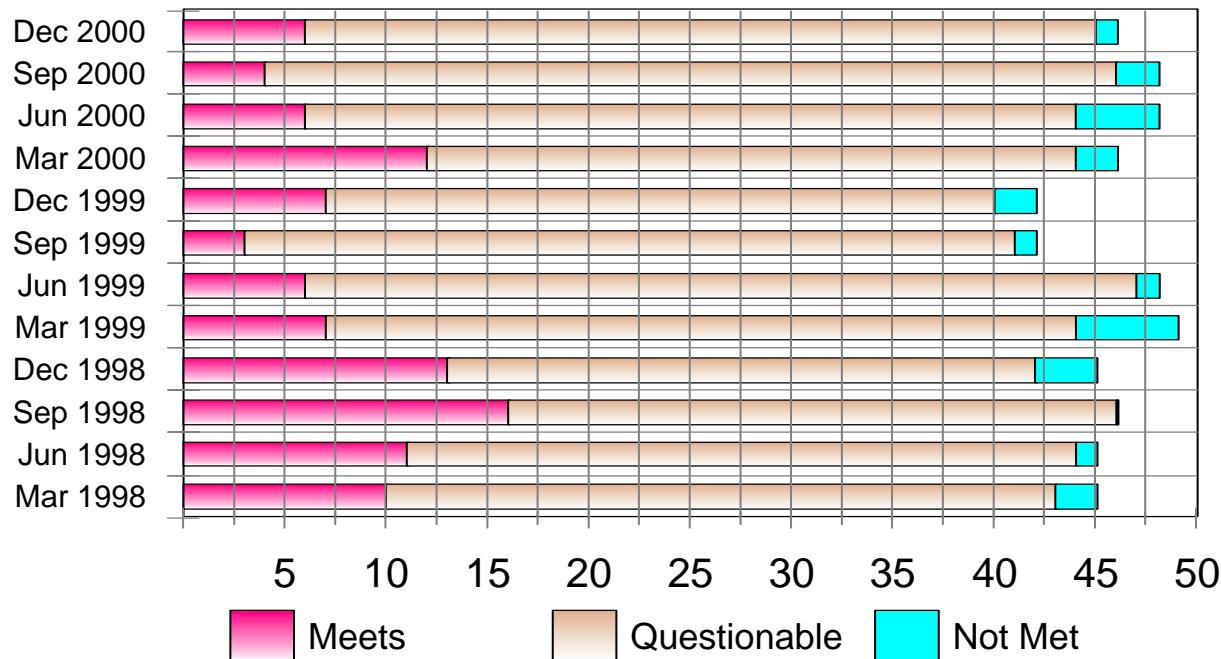


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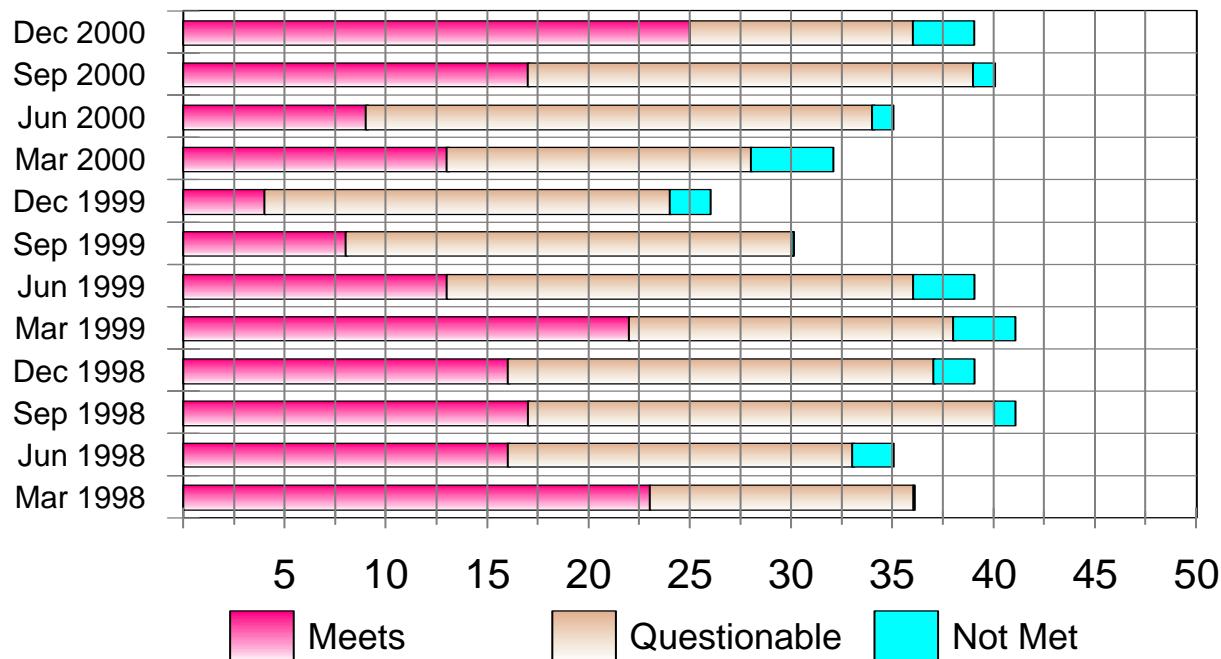




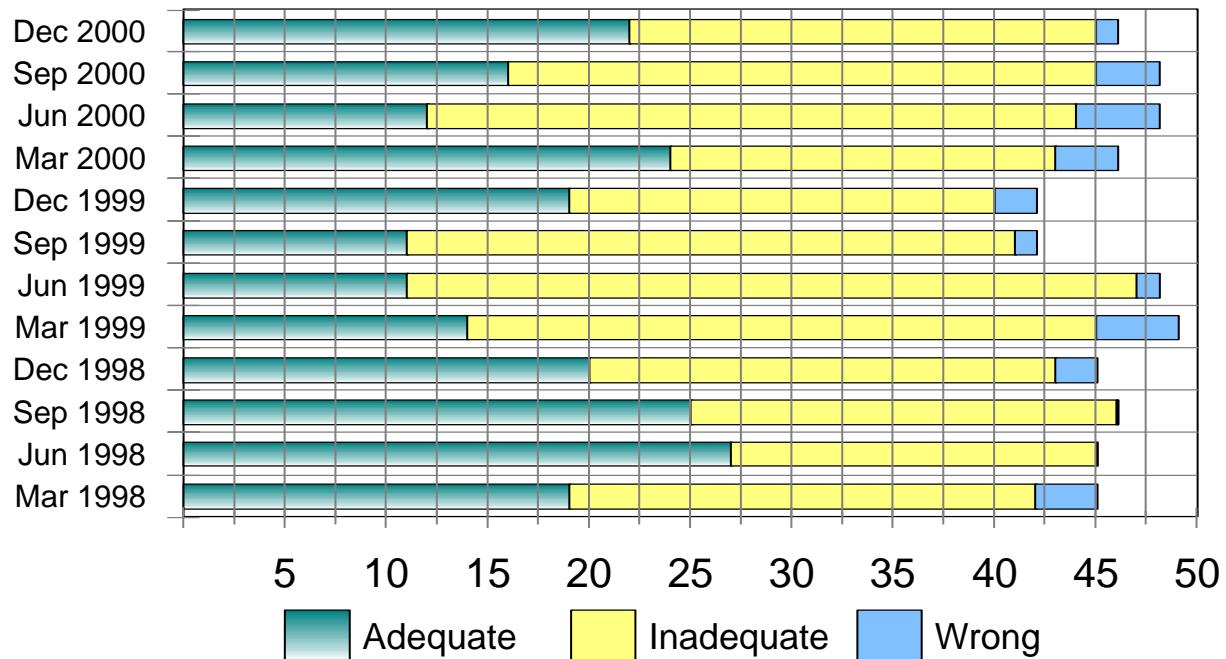
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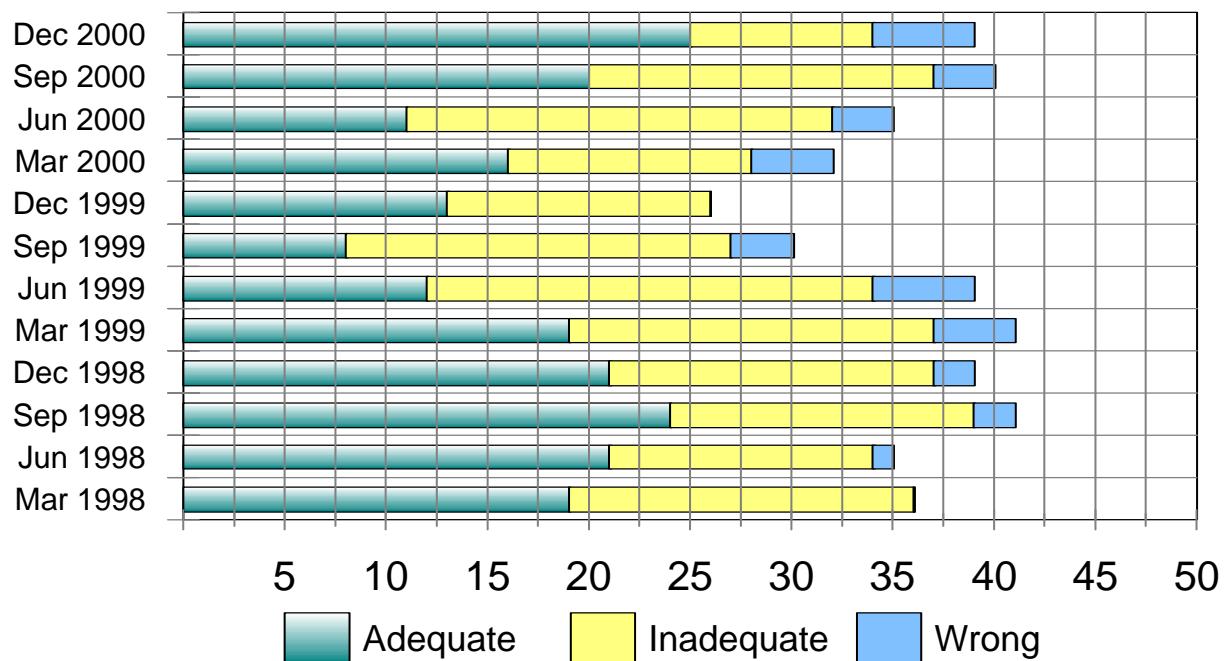
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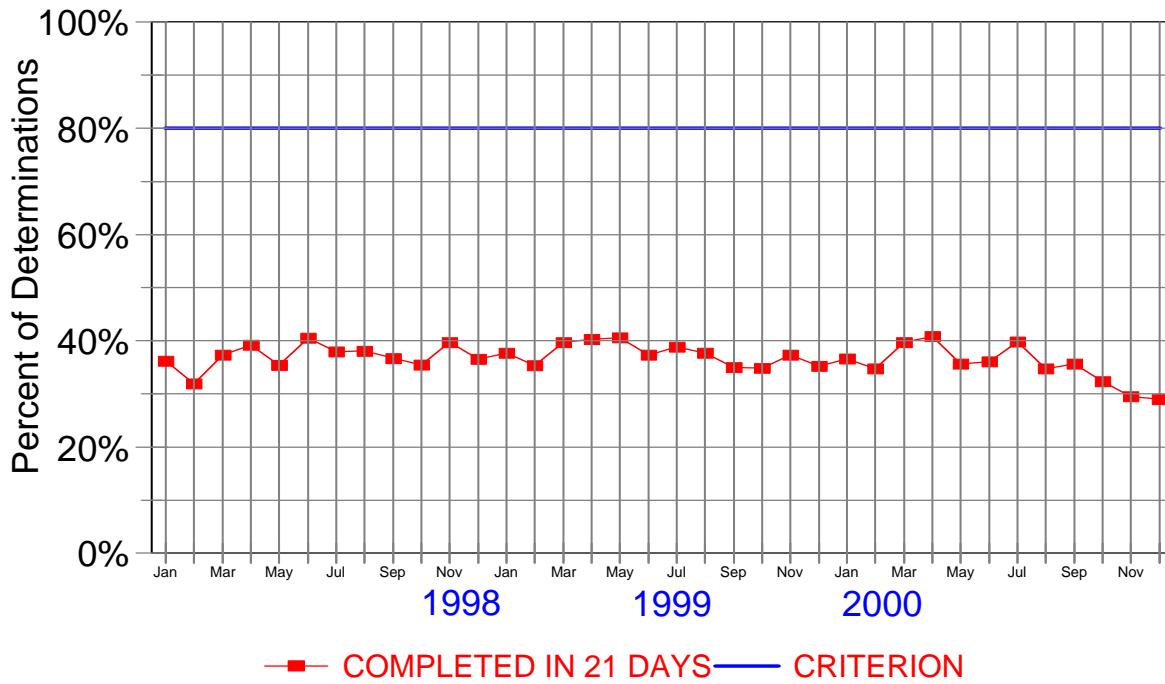
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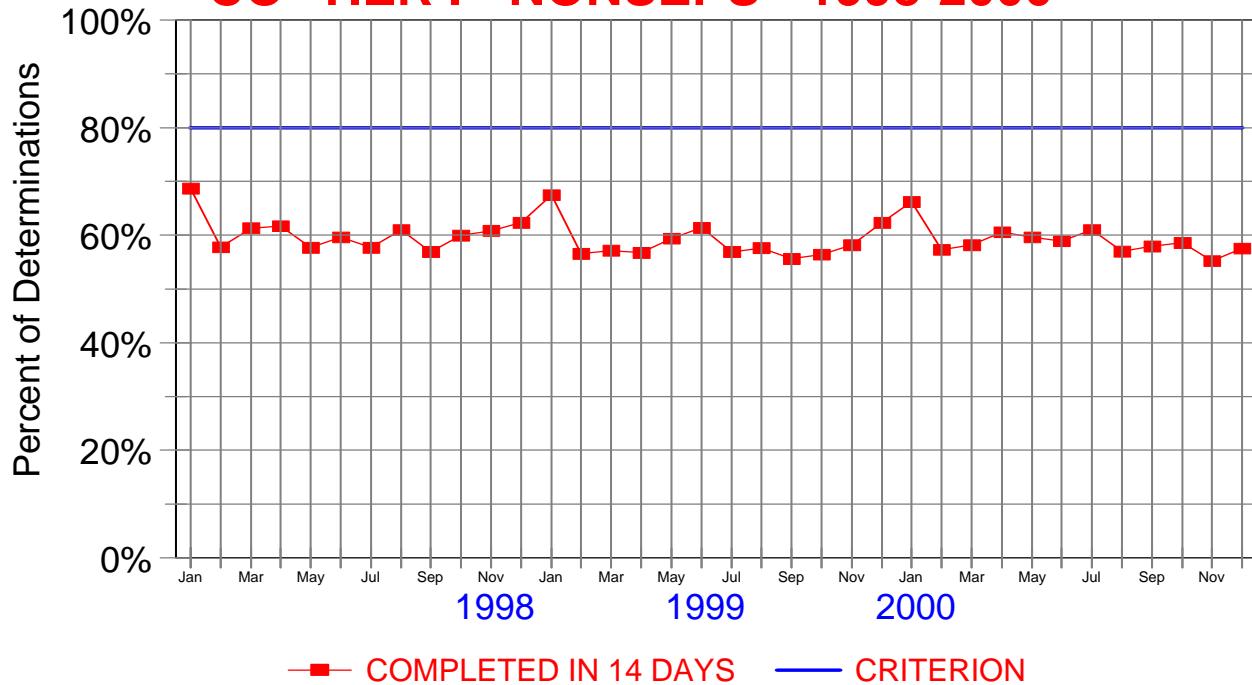
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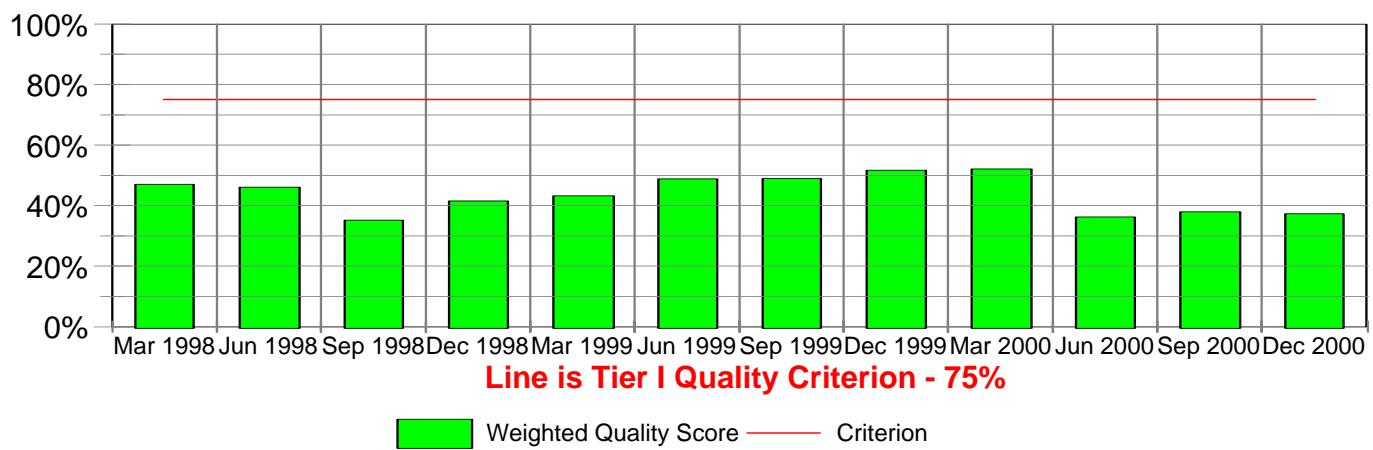
Nonmonetary Determinations Timeliness CO- TIER I - SEPARATIONS - 1998-2000



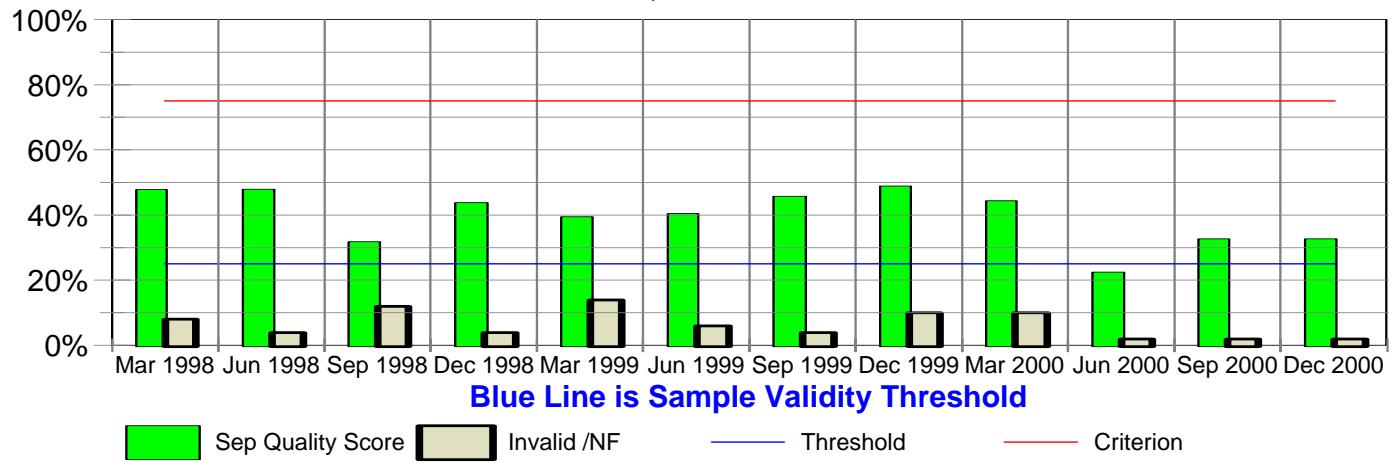
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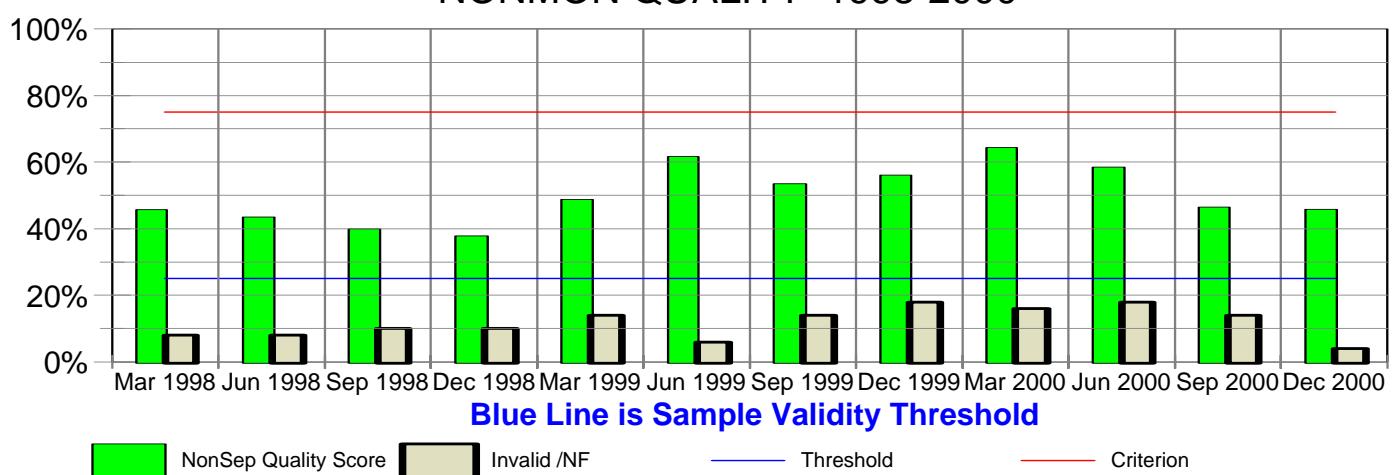
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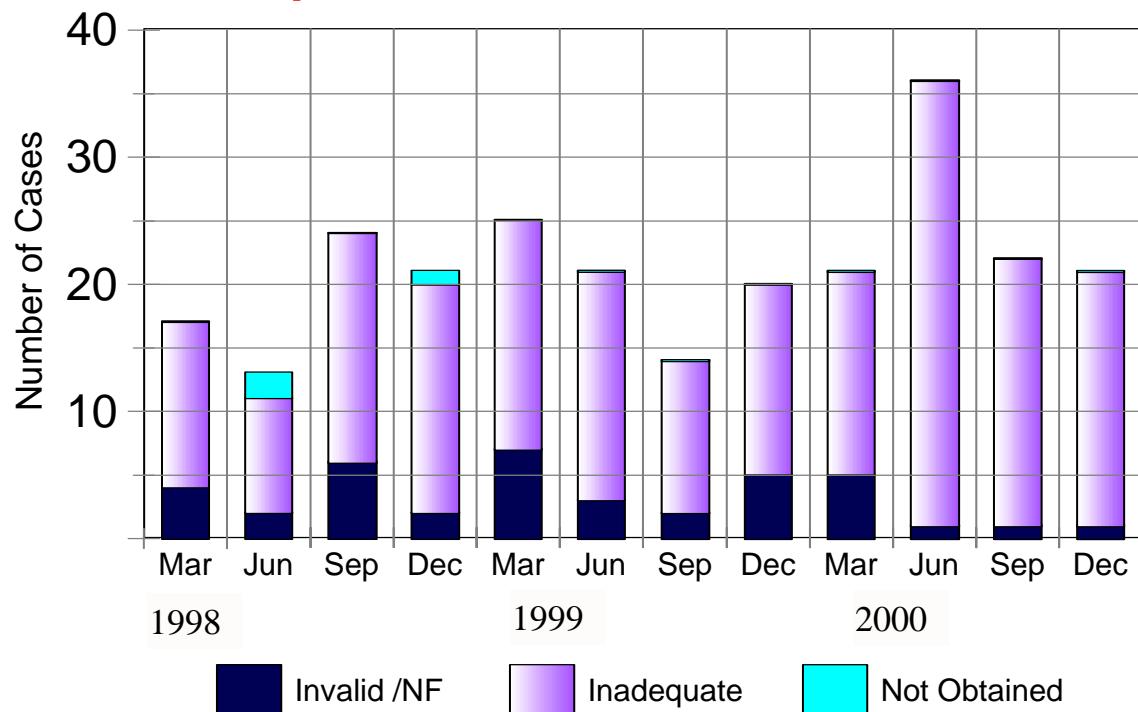
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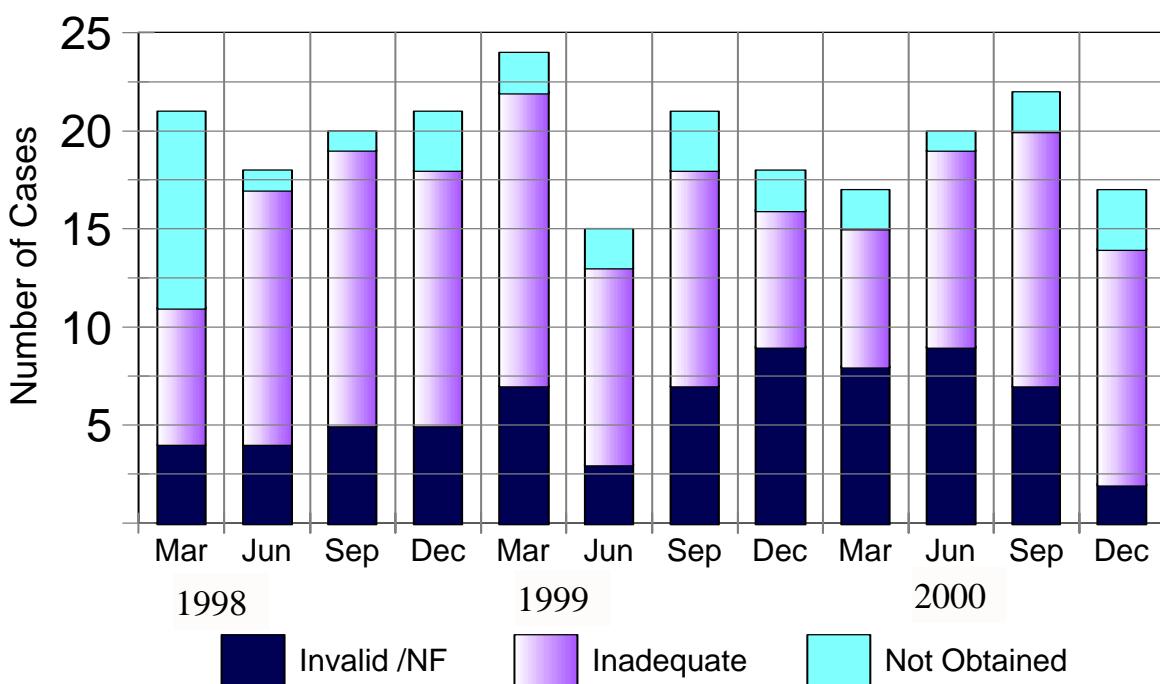
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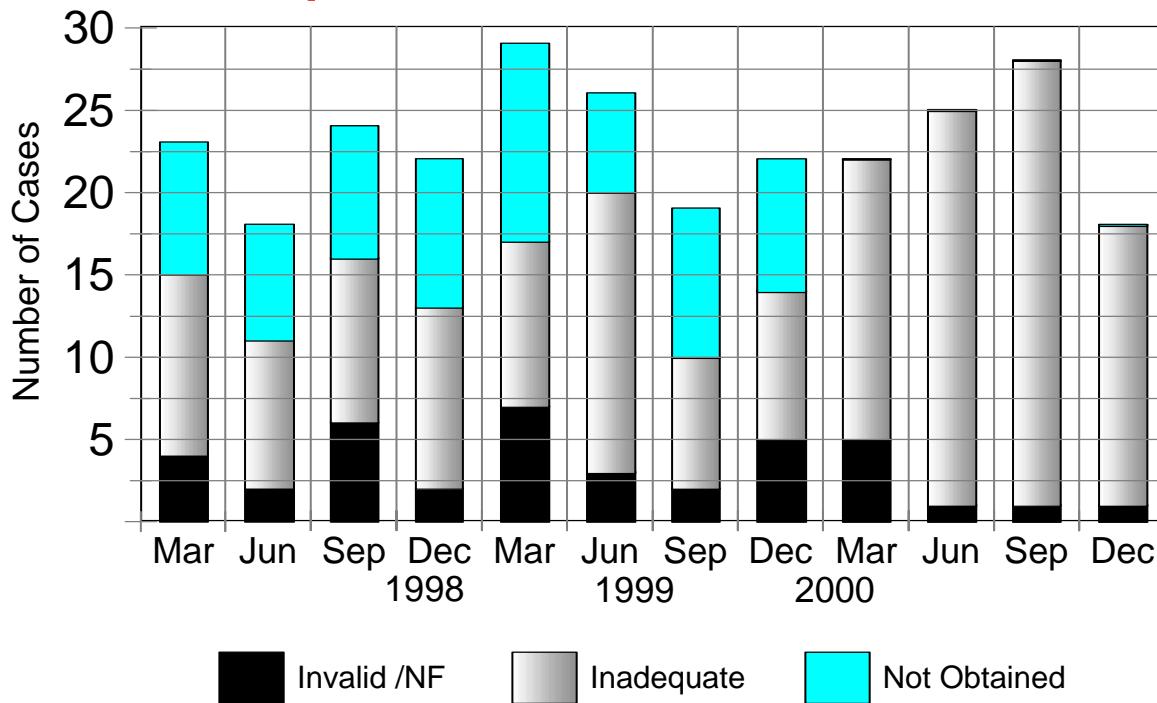
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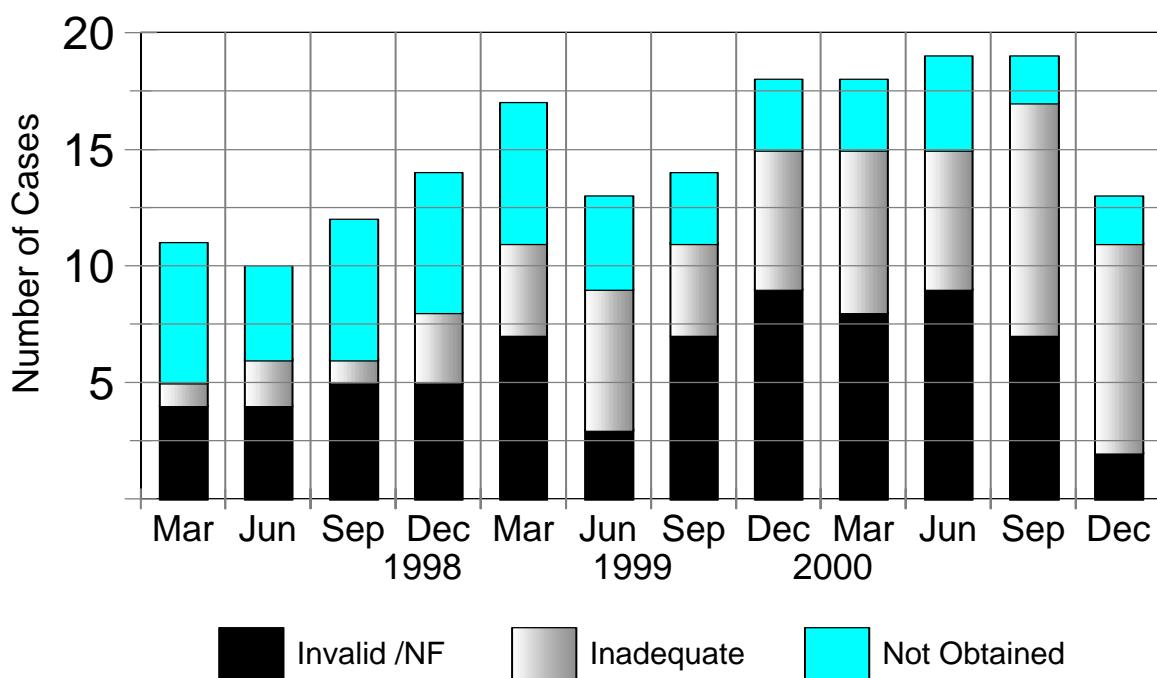
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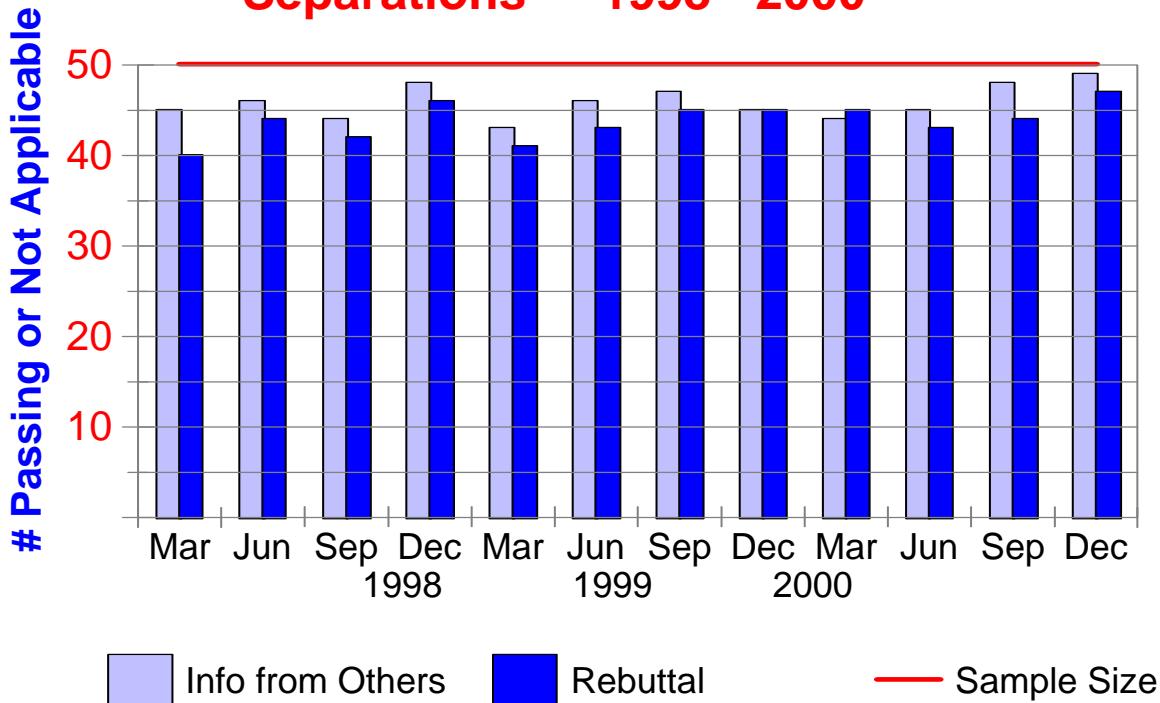


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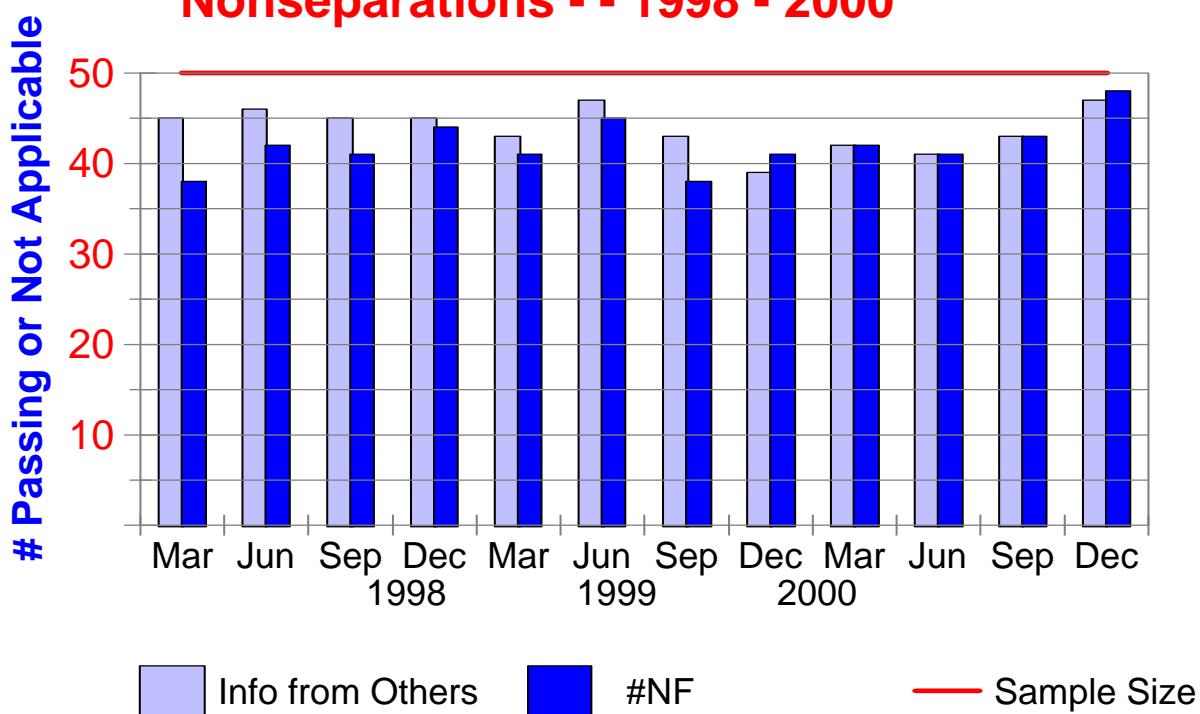
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Separations - - 1998 - 2000

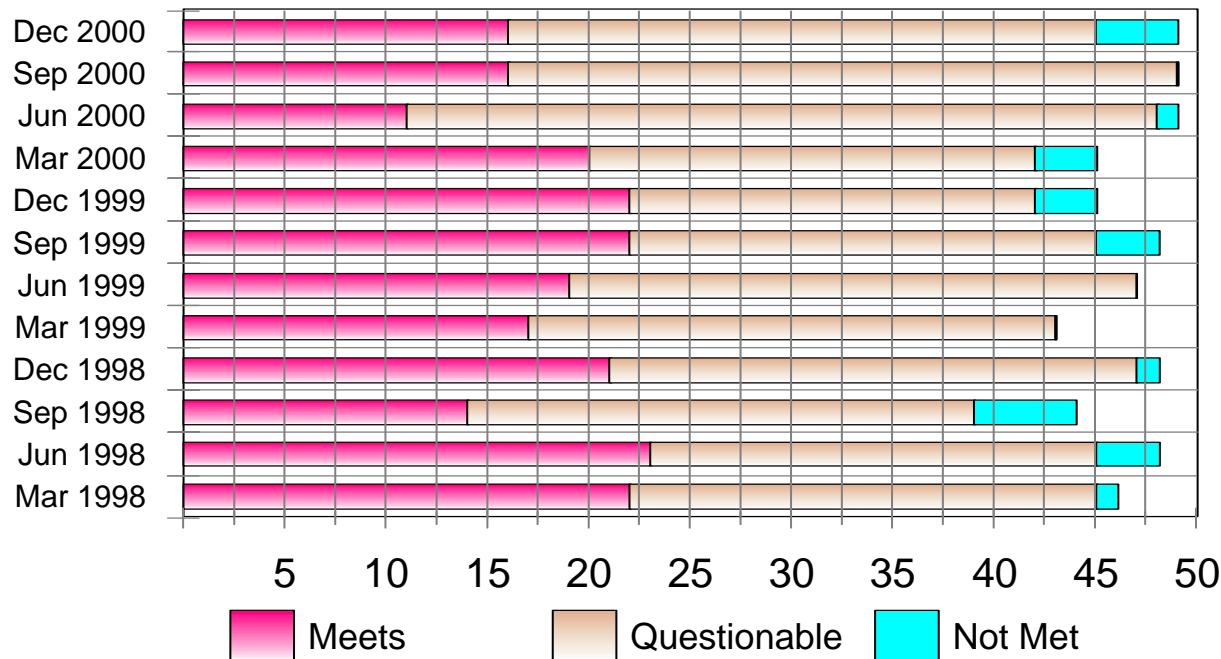


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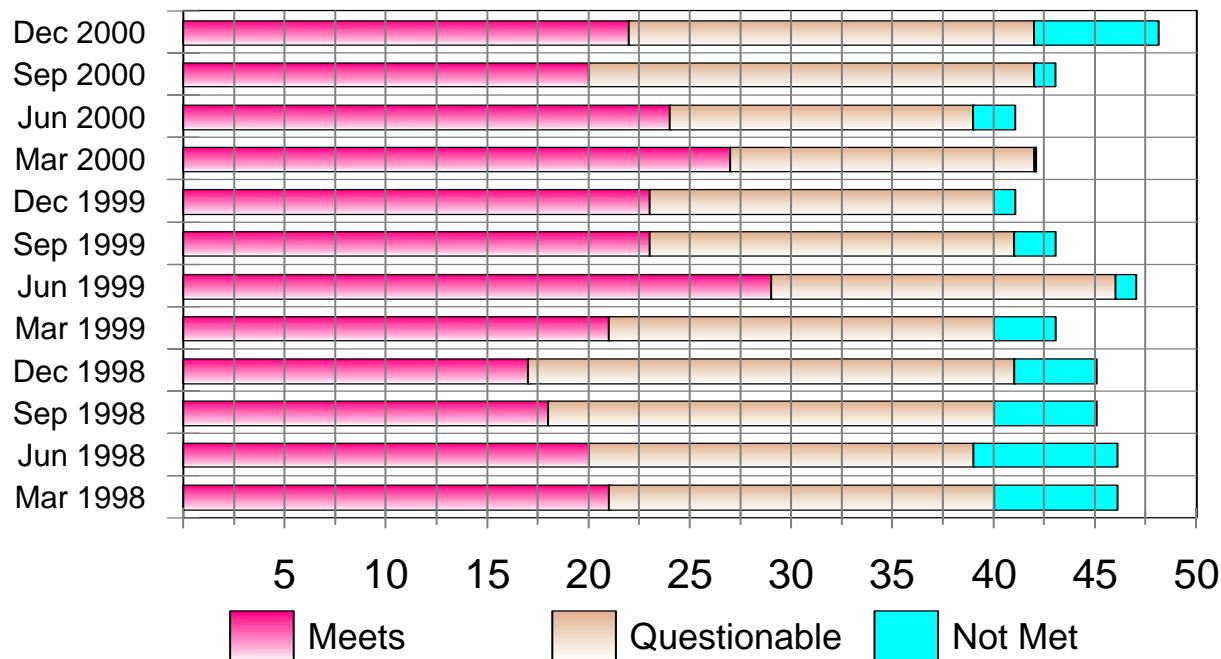
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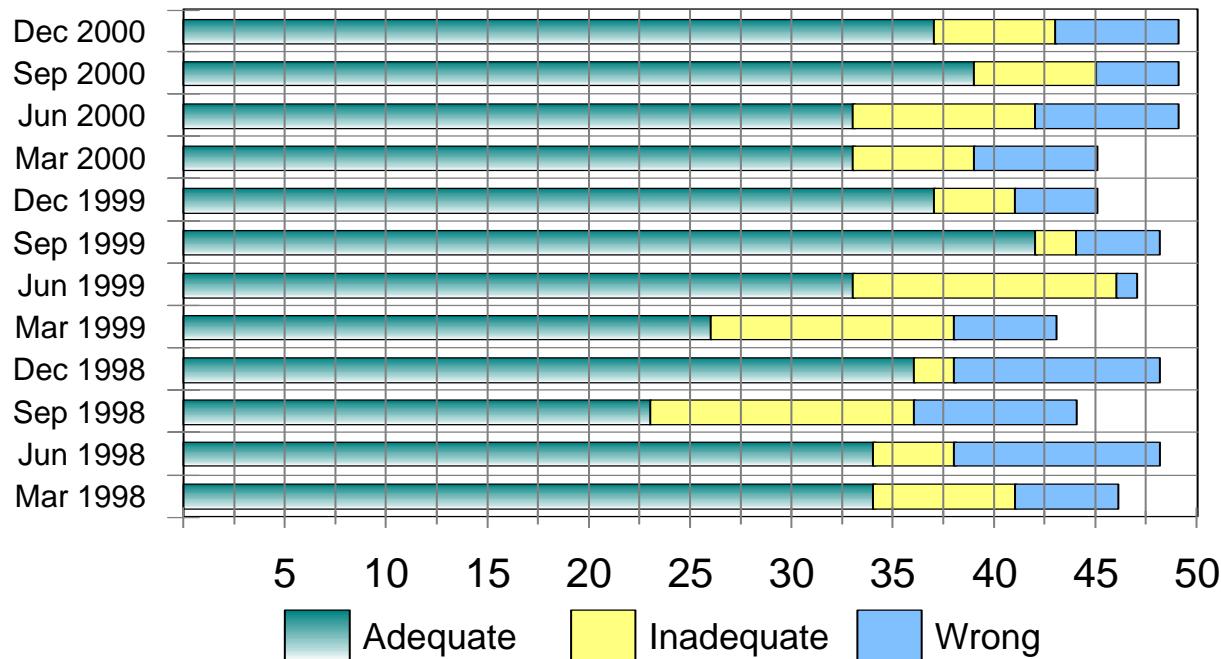
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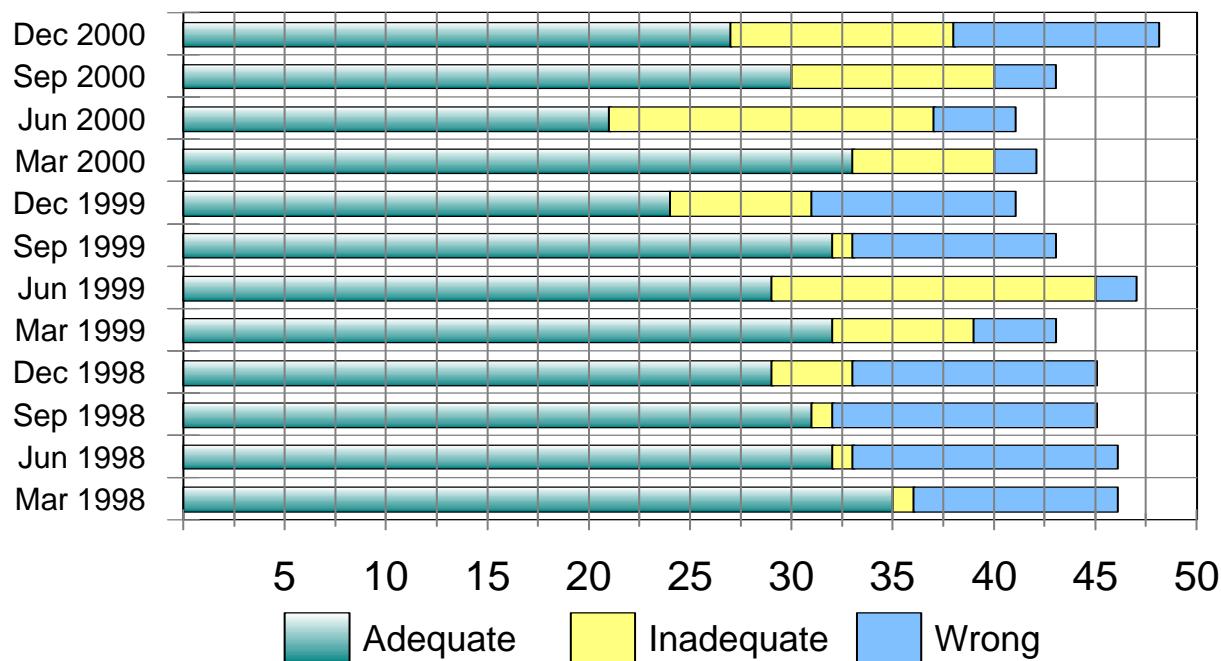
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CO - Written Determination - Results Separations - - 1998 - 2000

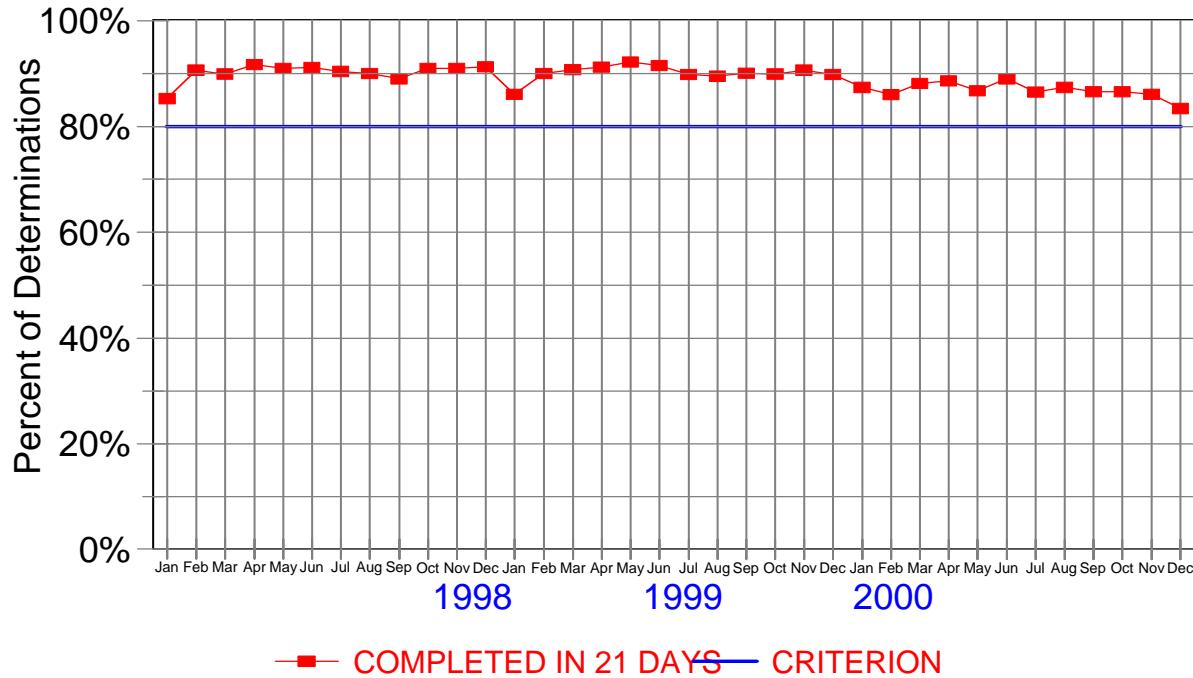


CO - Written Determination - Results Nonseparations - - 1998 - 2000

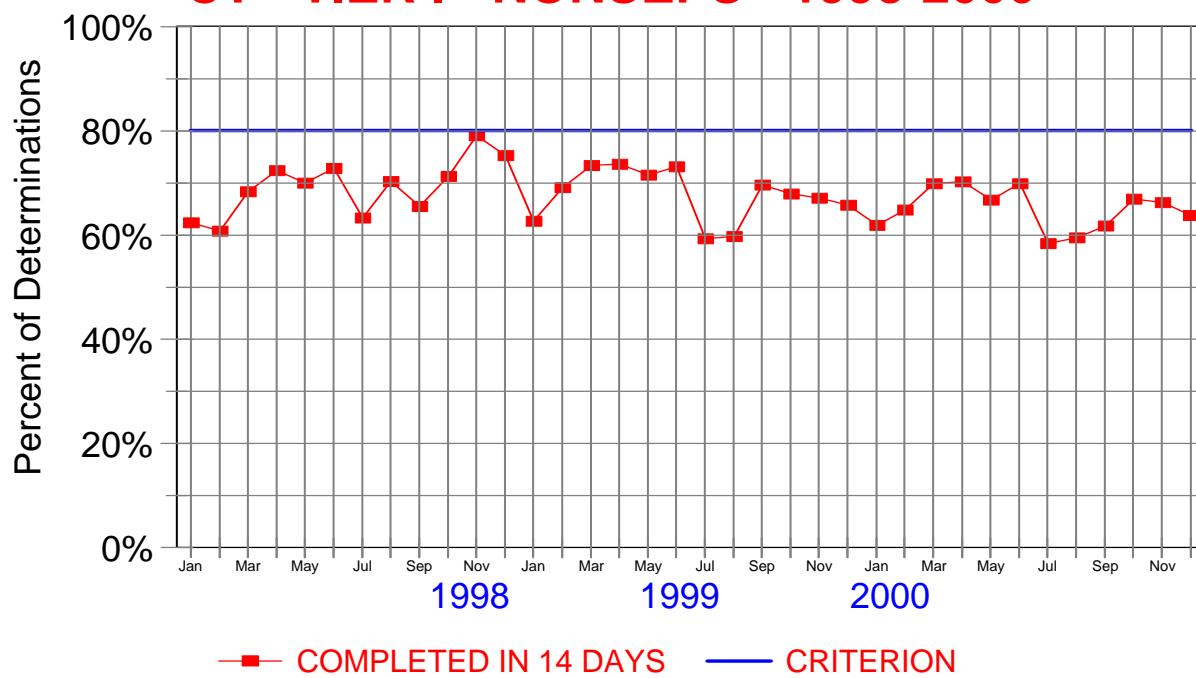


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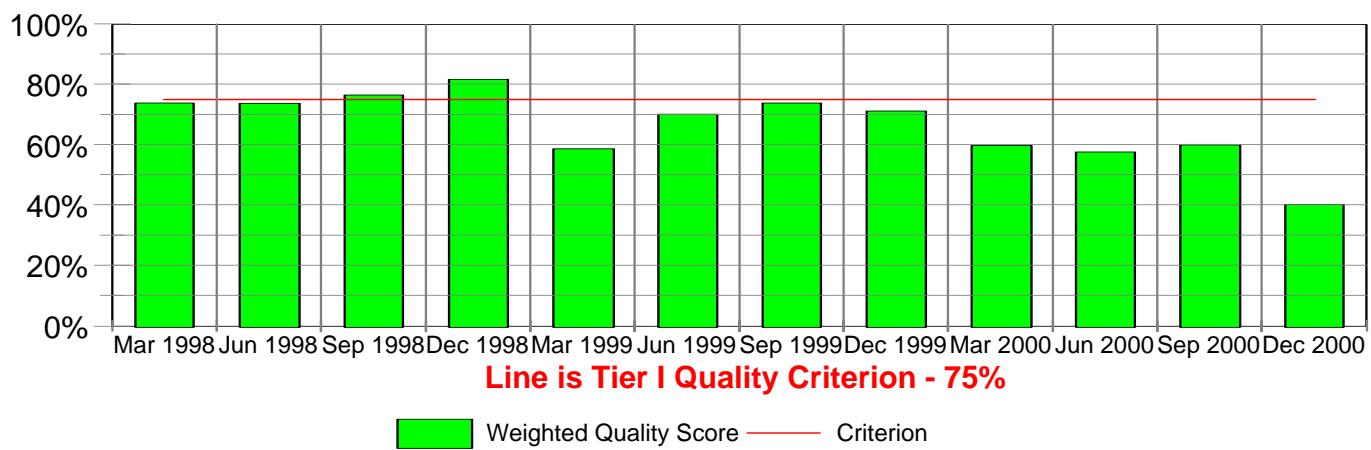
Nonmonetary Determinations Timeliness CT - TIER I - SEPARATIONS - 1998-2000



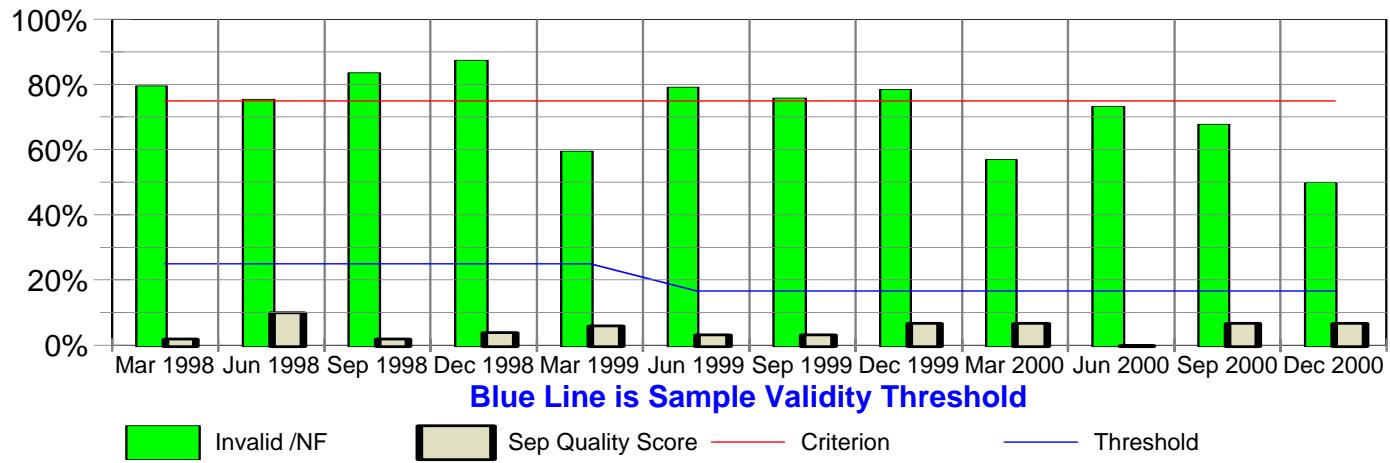
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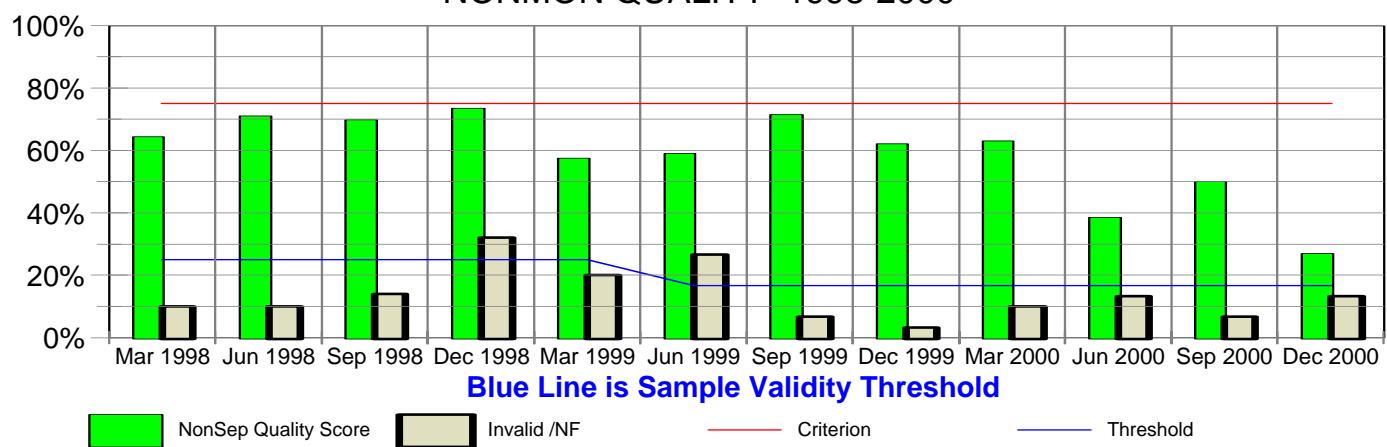
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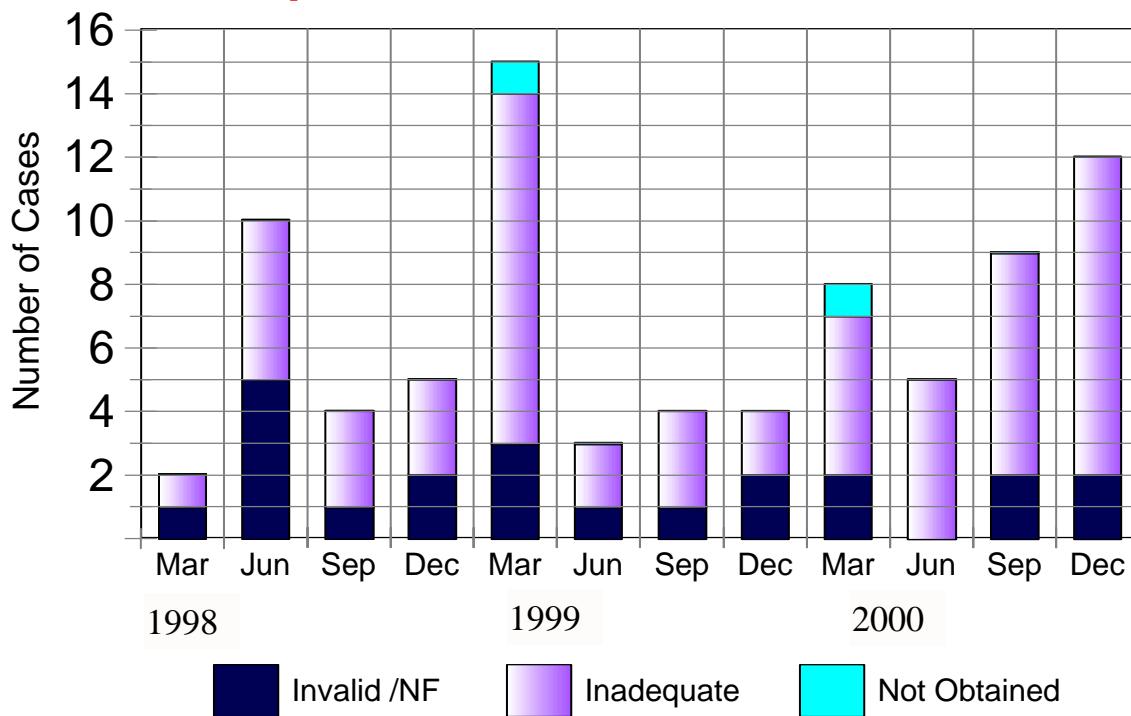
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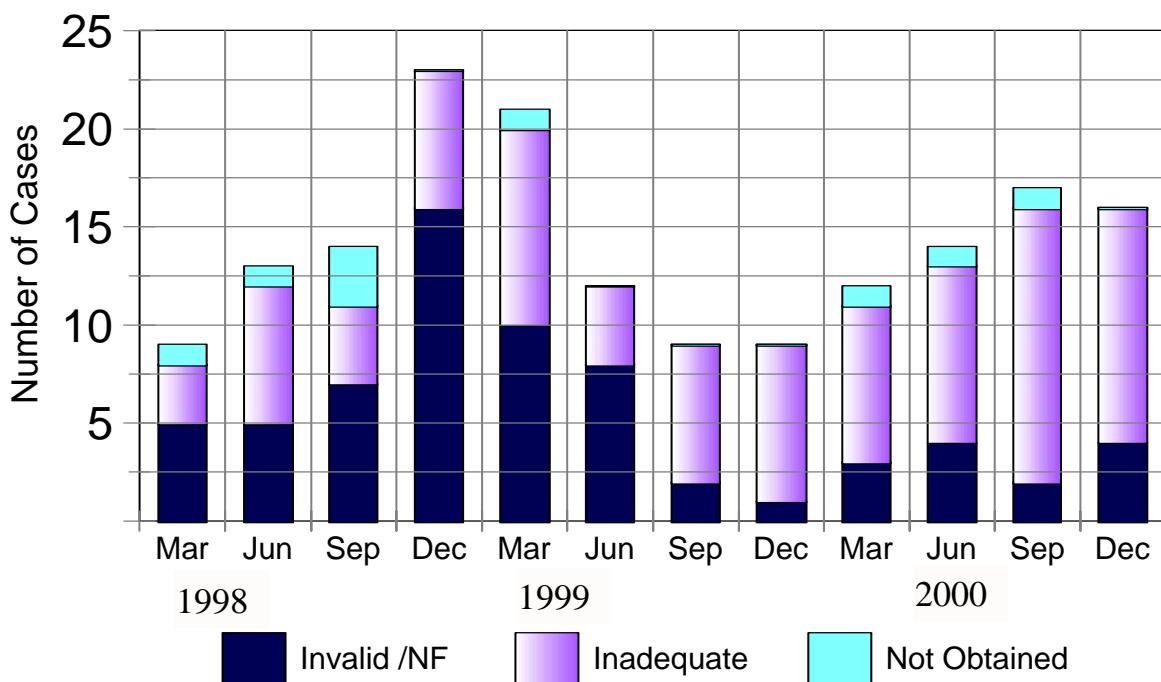
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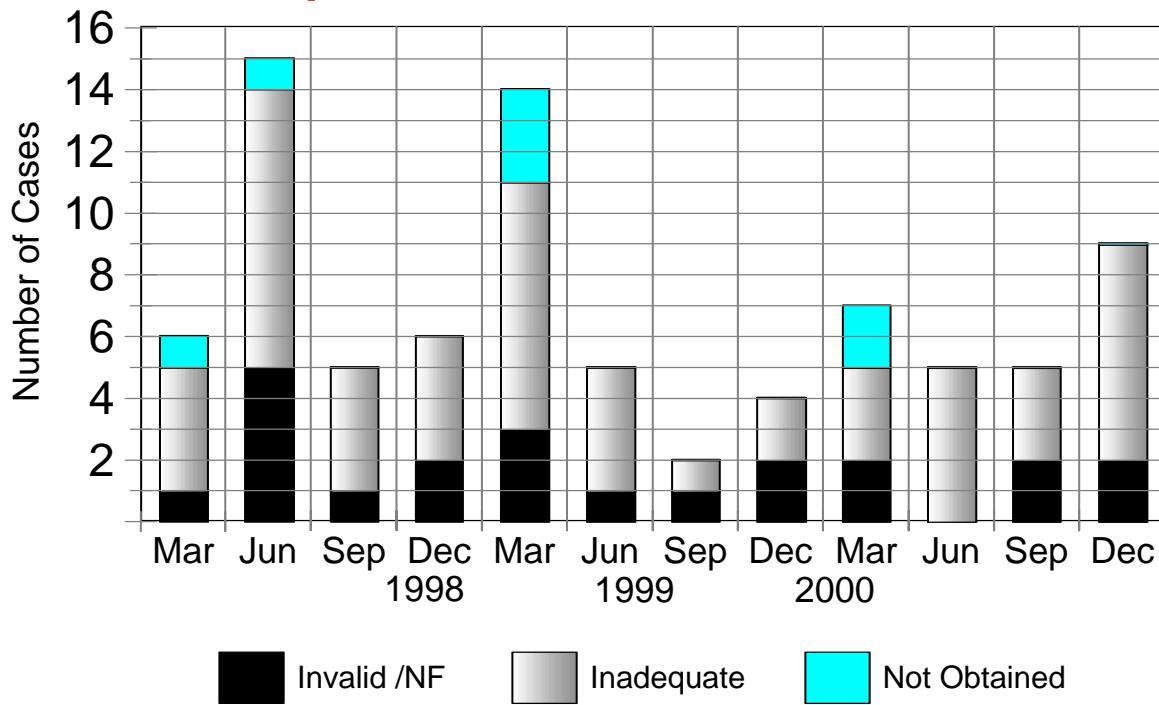
CT - Claimant Information Problems Separations - - 1998 - 2000



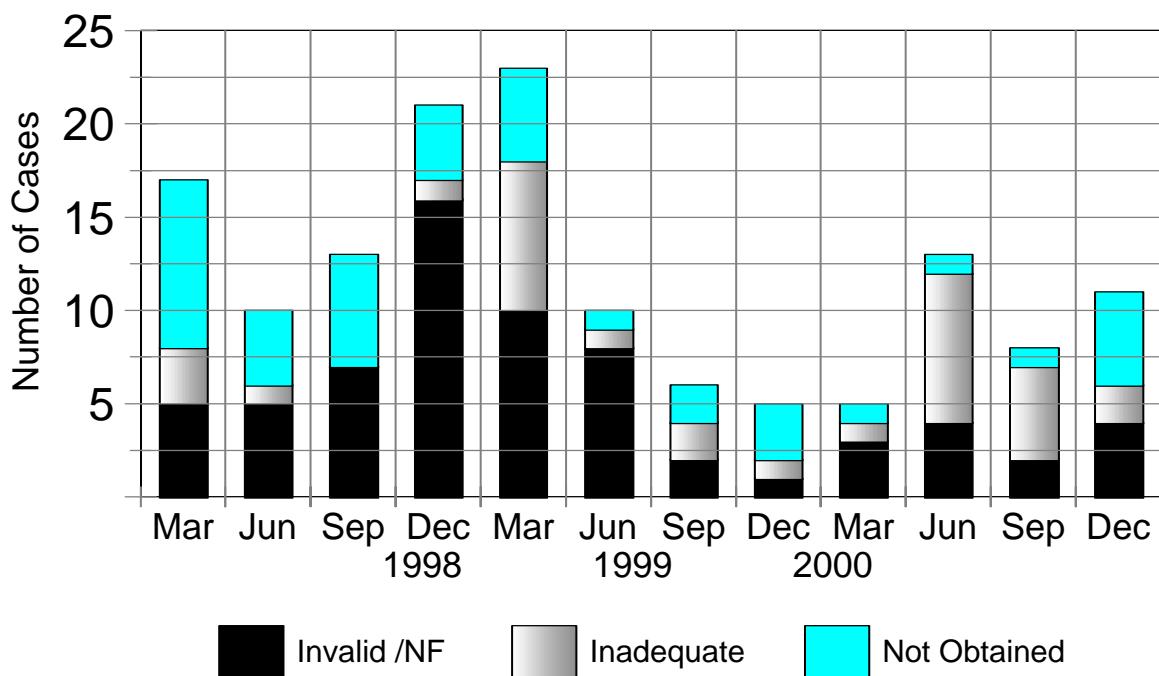
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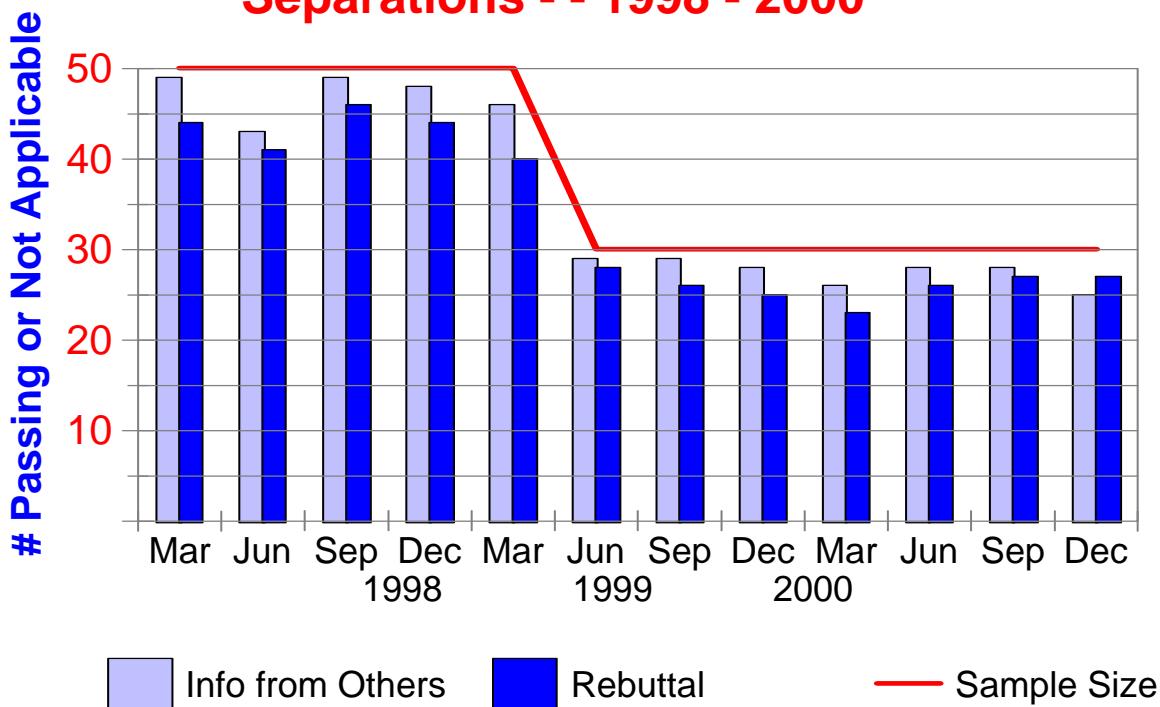
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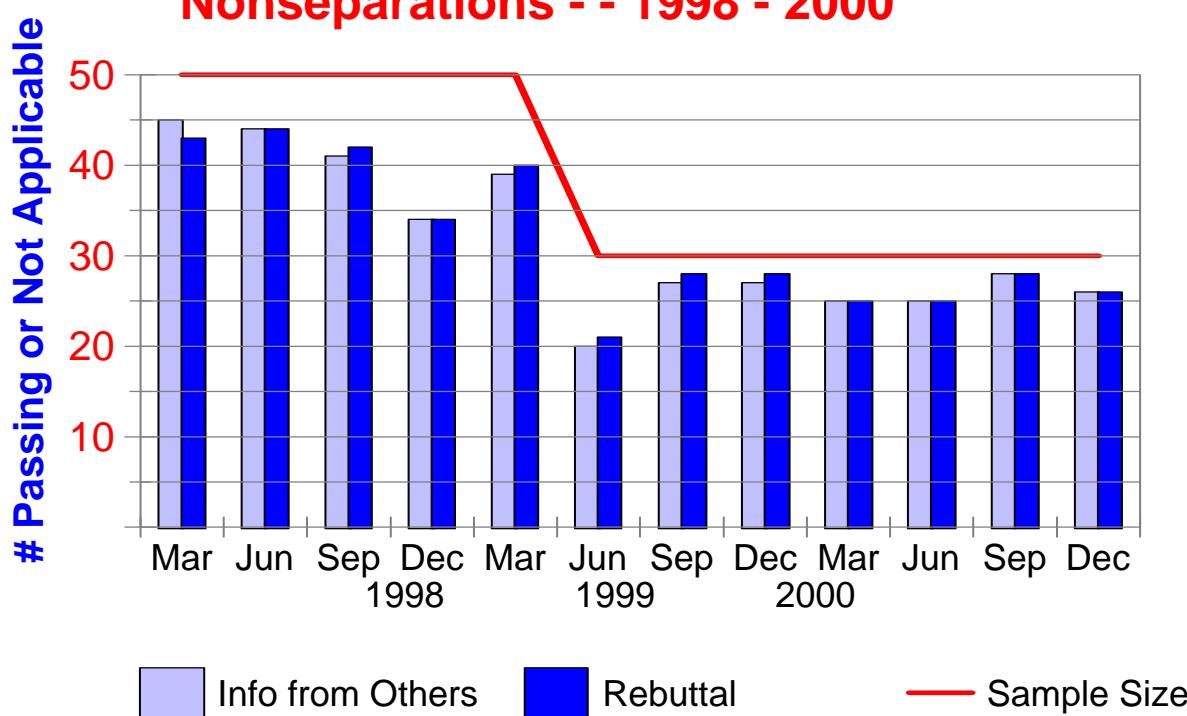
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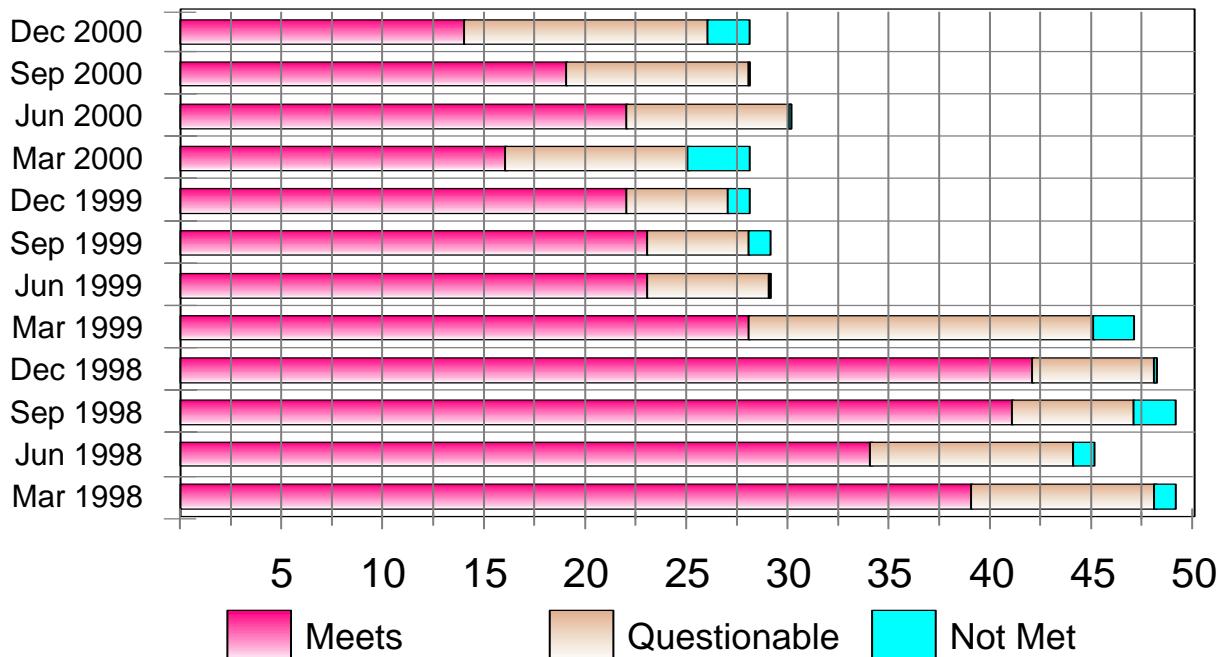
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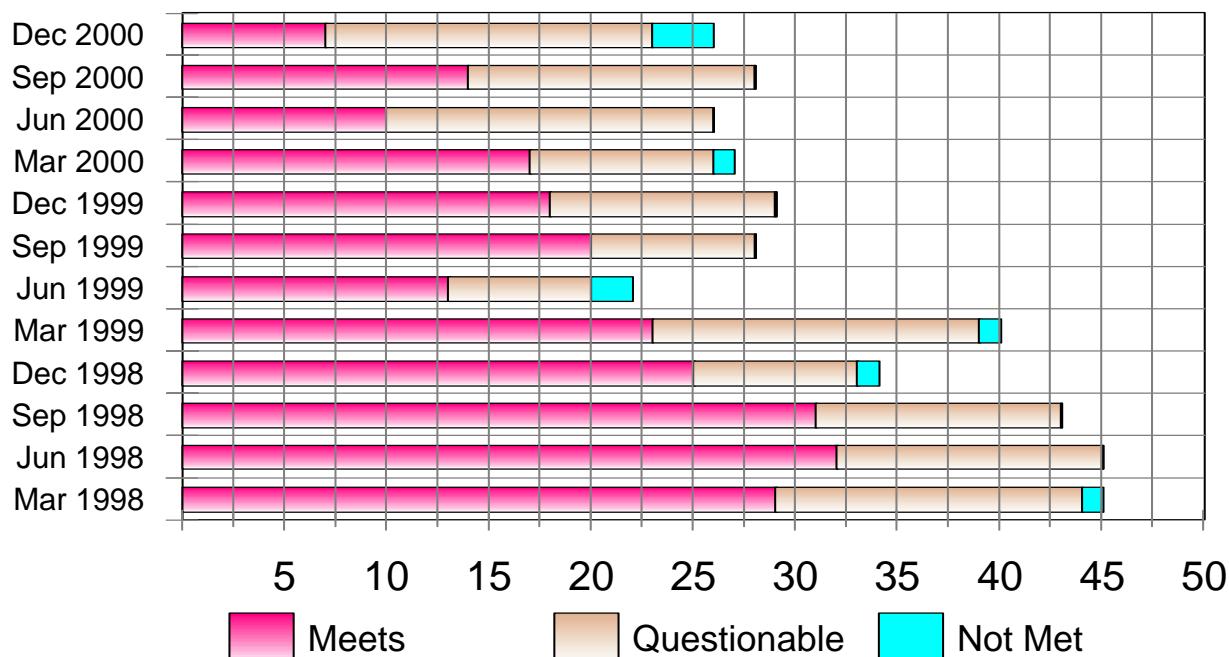
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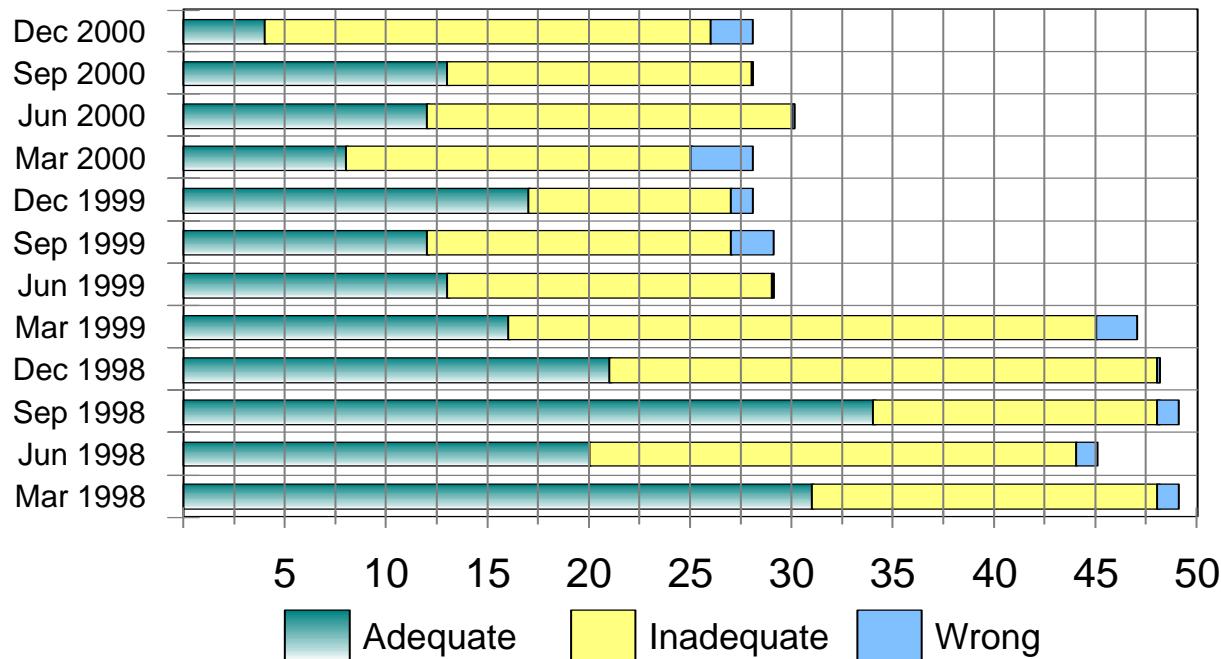
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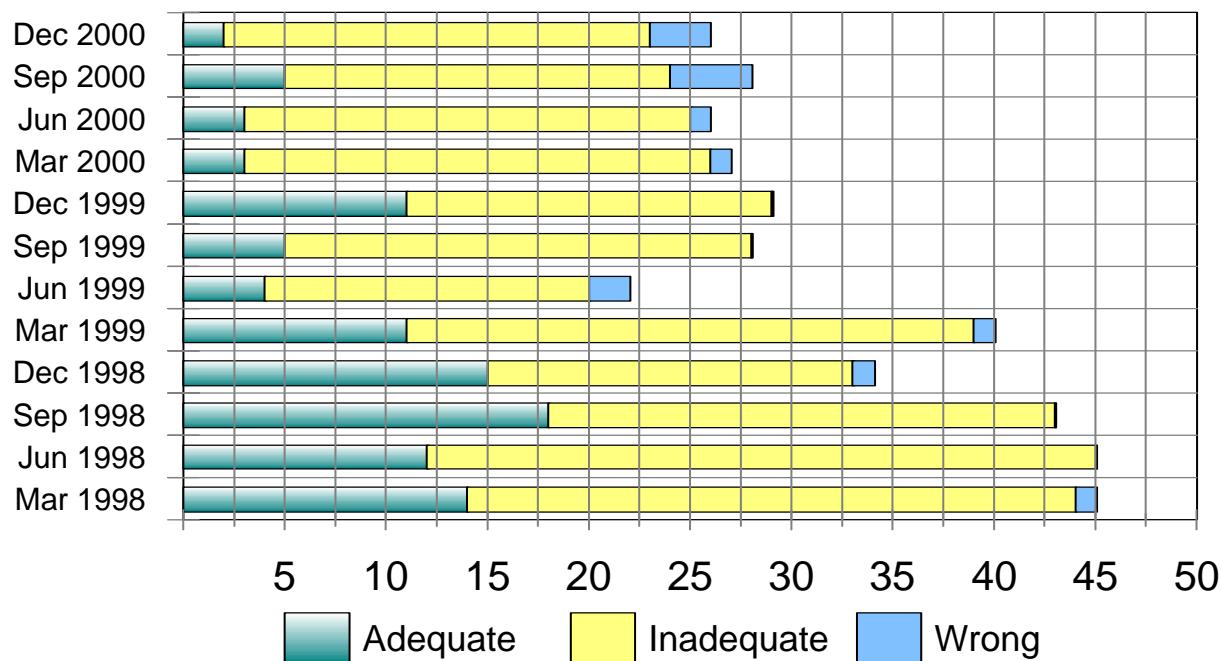
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CT - Written Determination - Results Separations - - 1998 - 2000

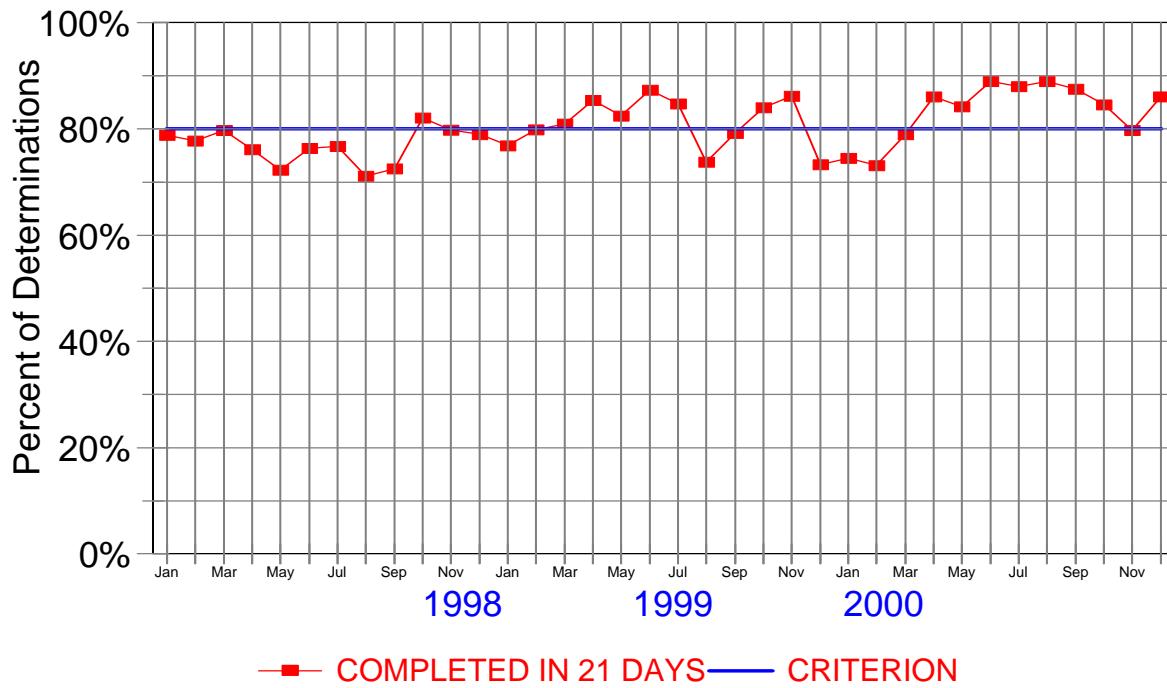


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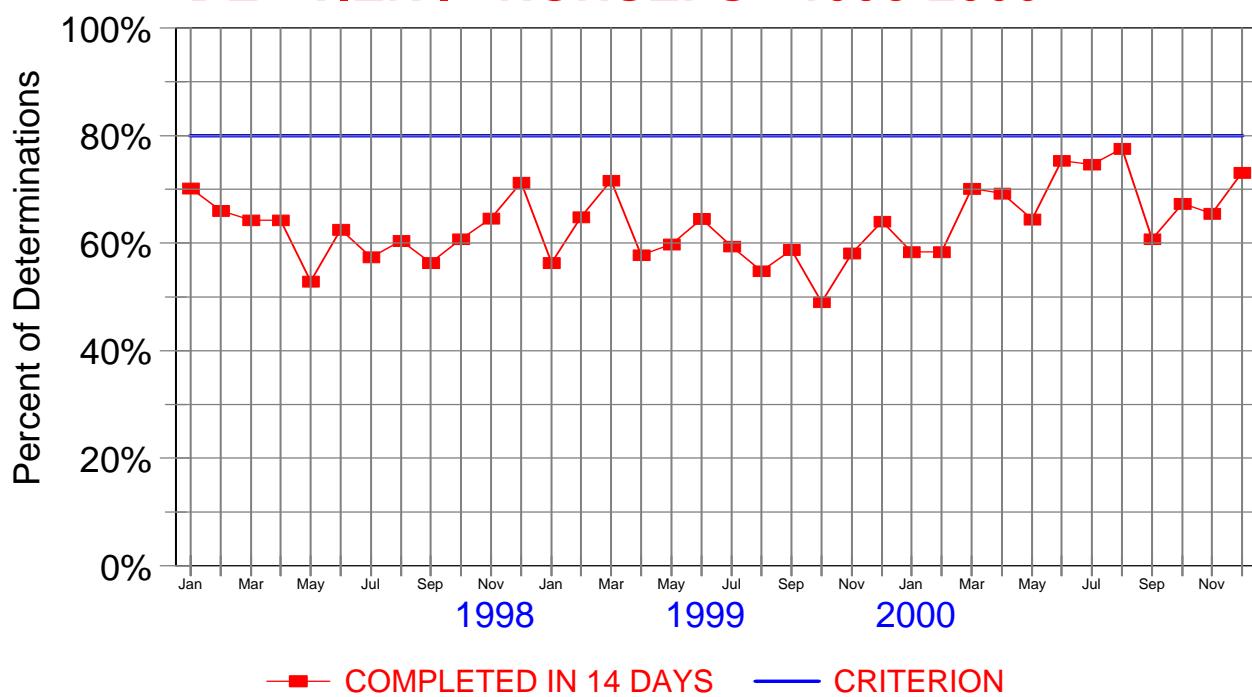


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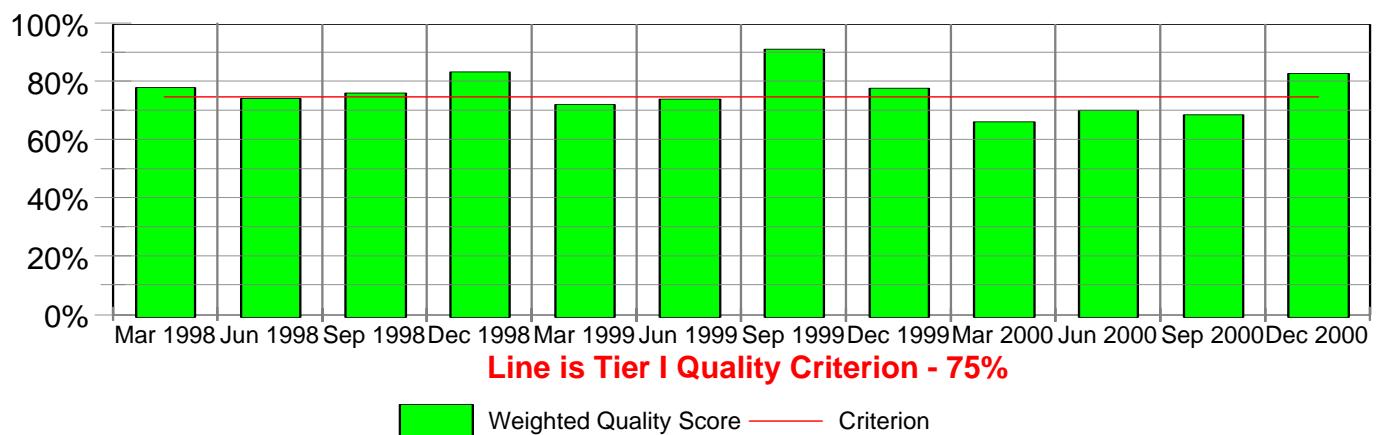
Nonmonetary Determinations Timeliness DE - TIER I - SEPARATIONS - 1998-2000



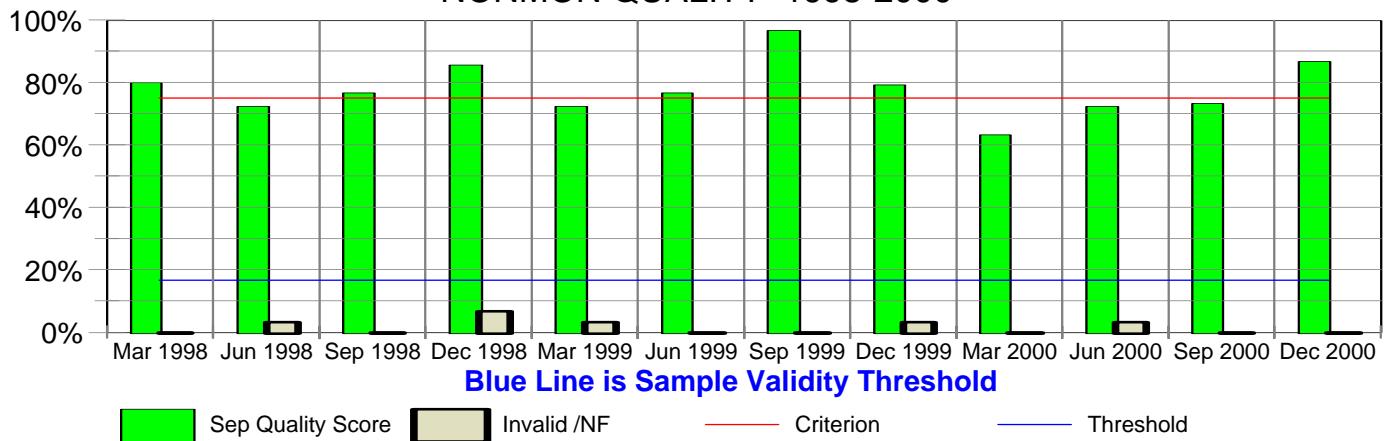
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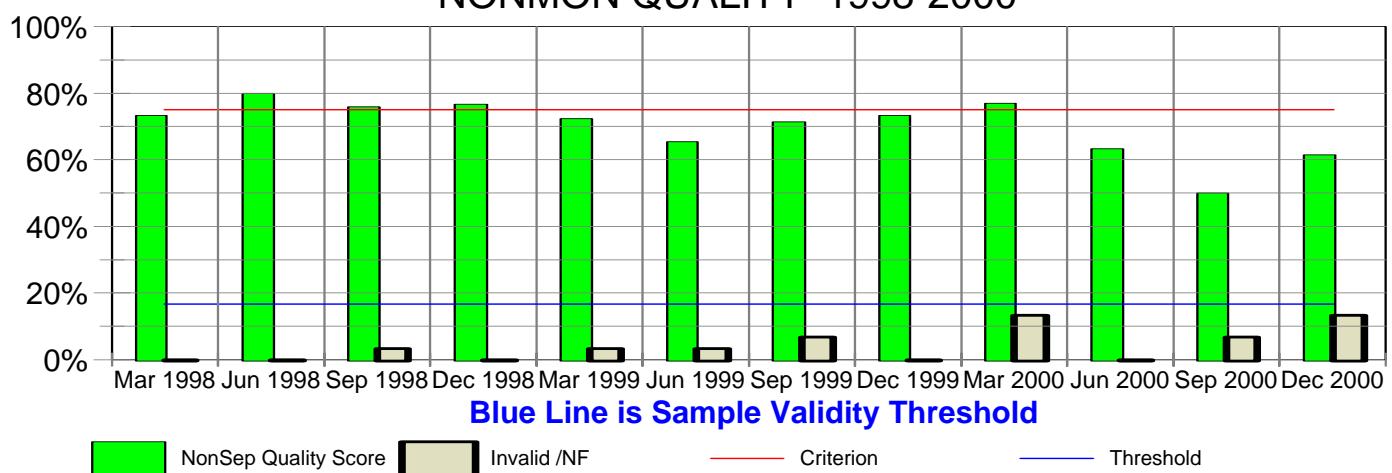
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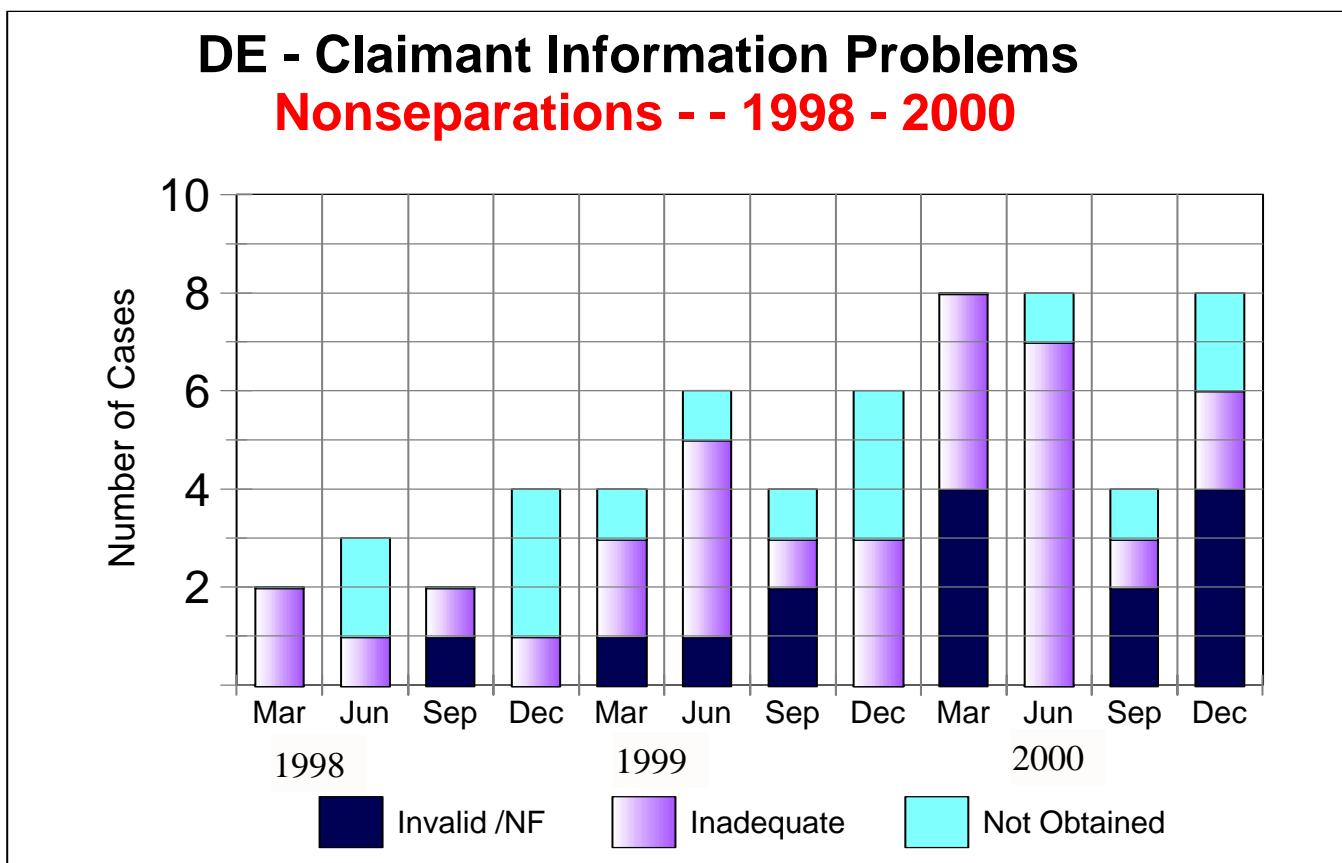
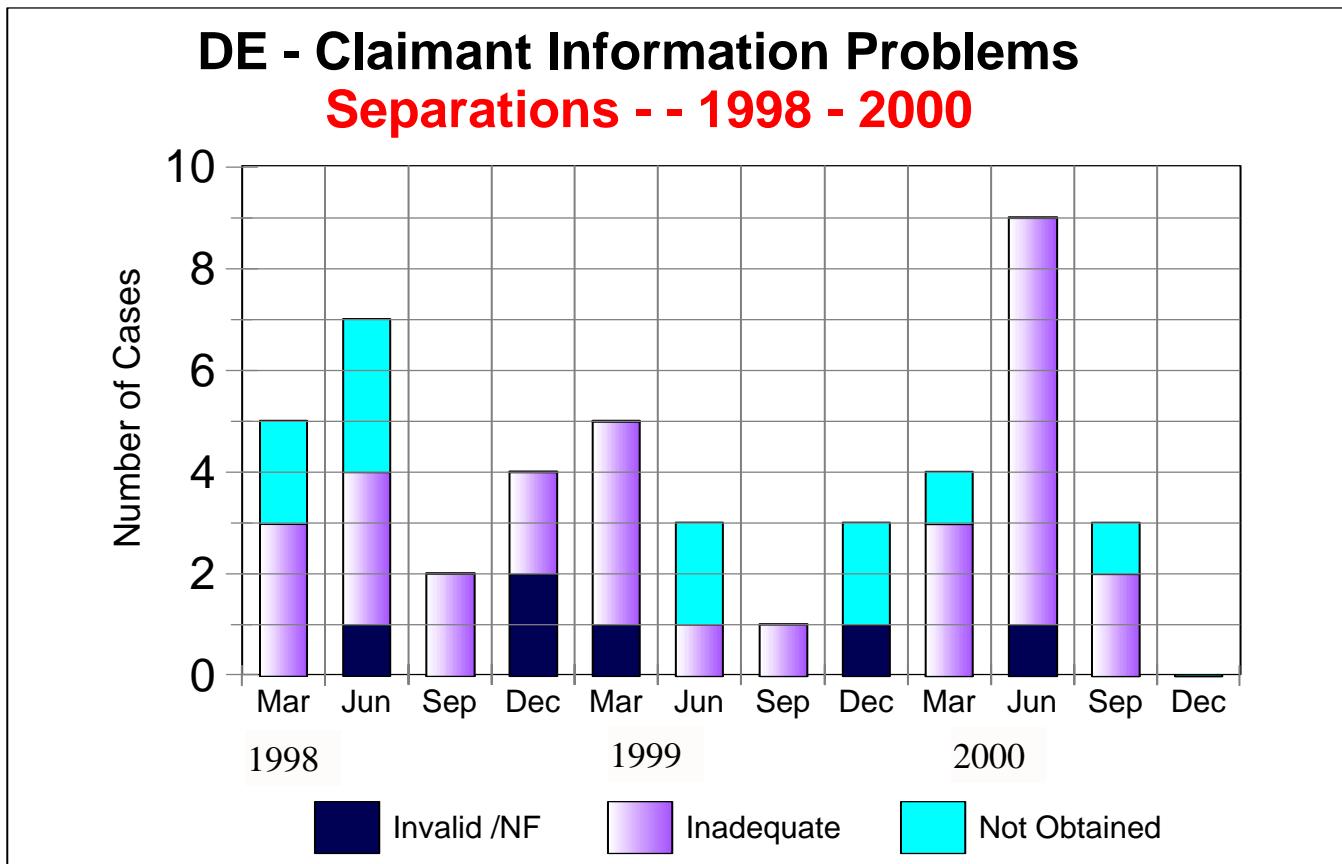


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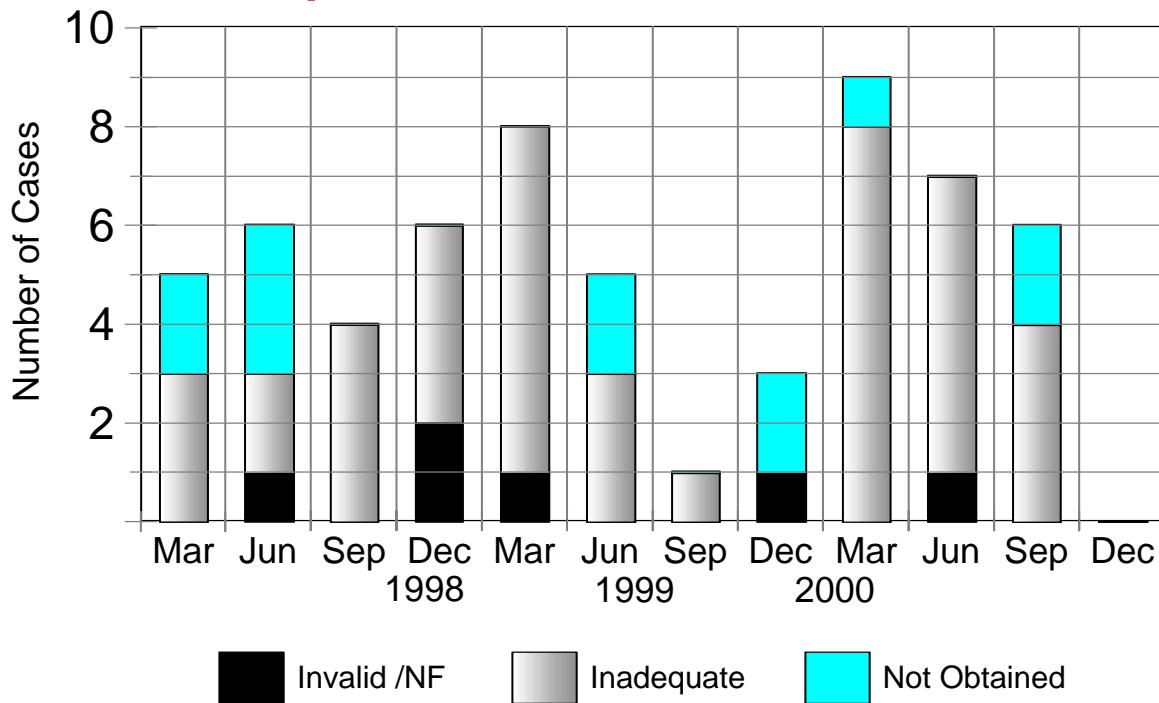


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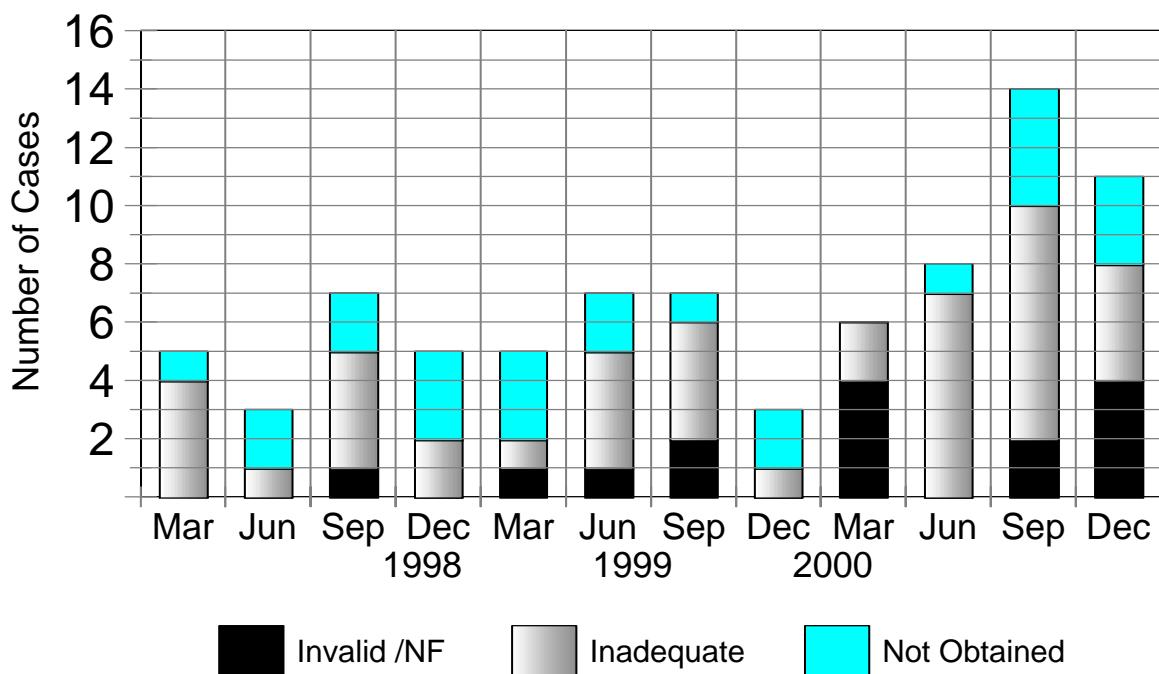




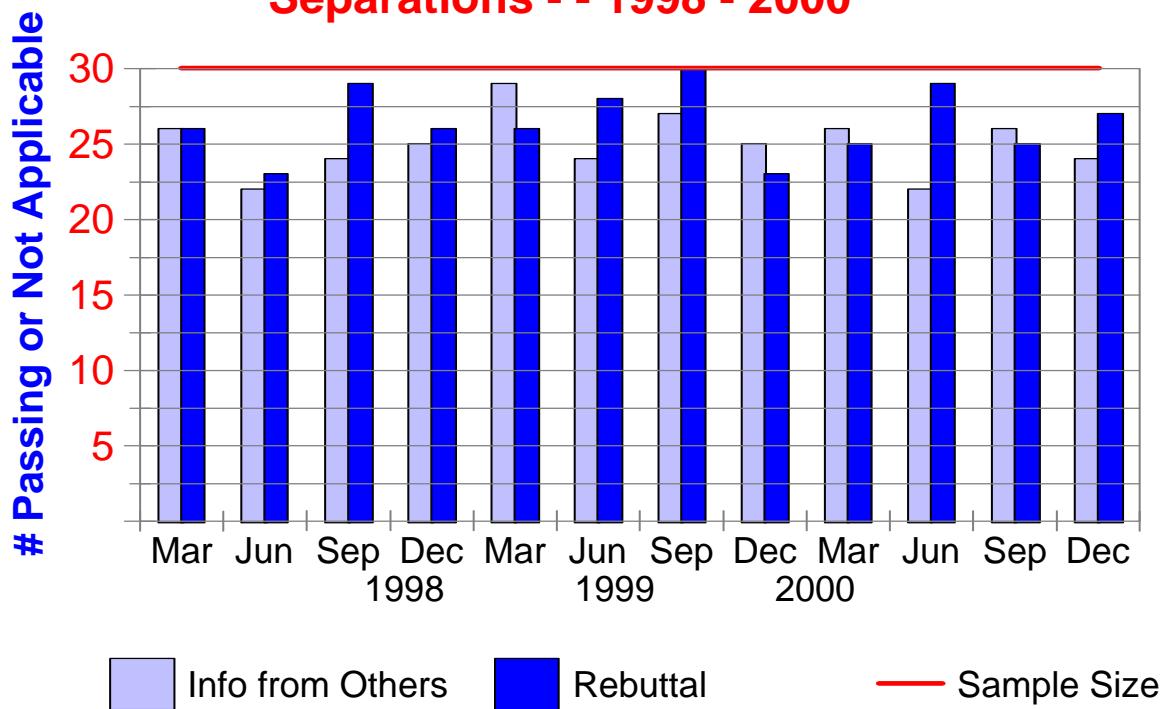
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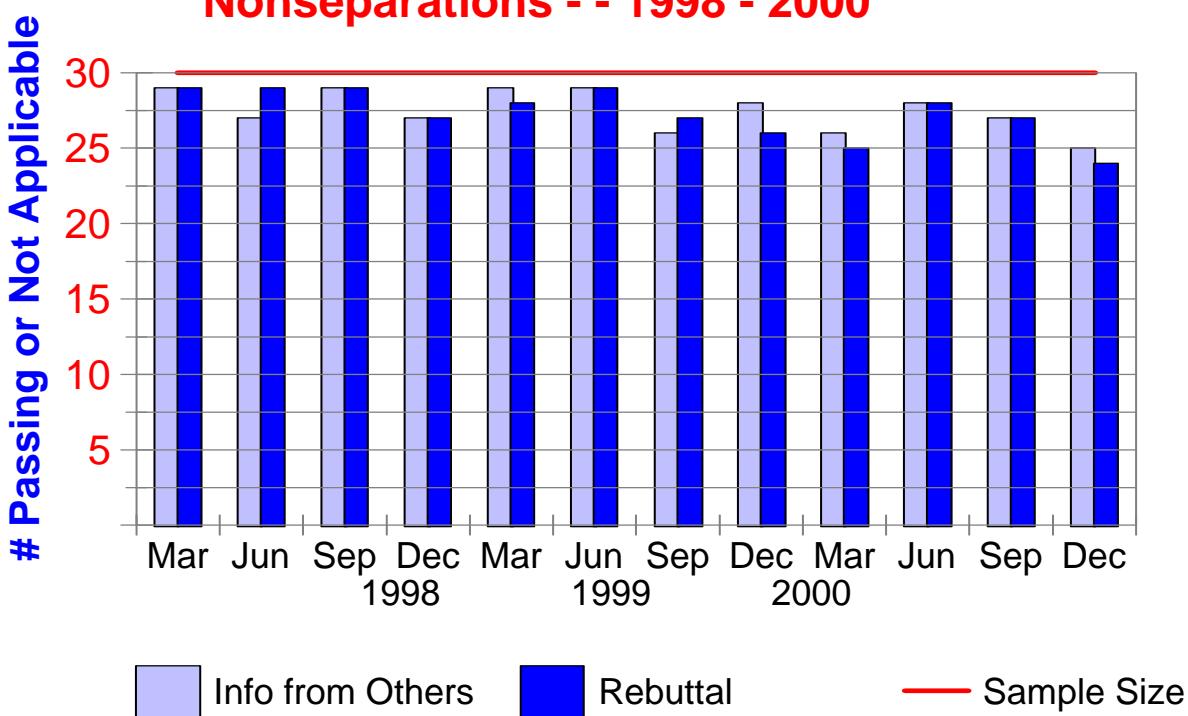
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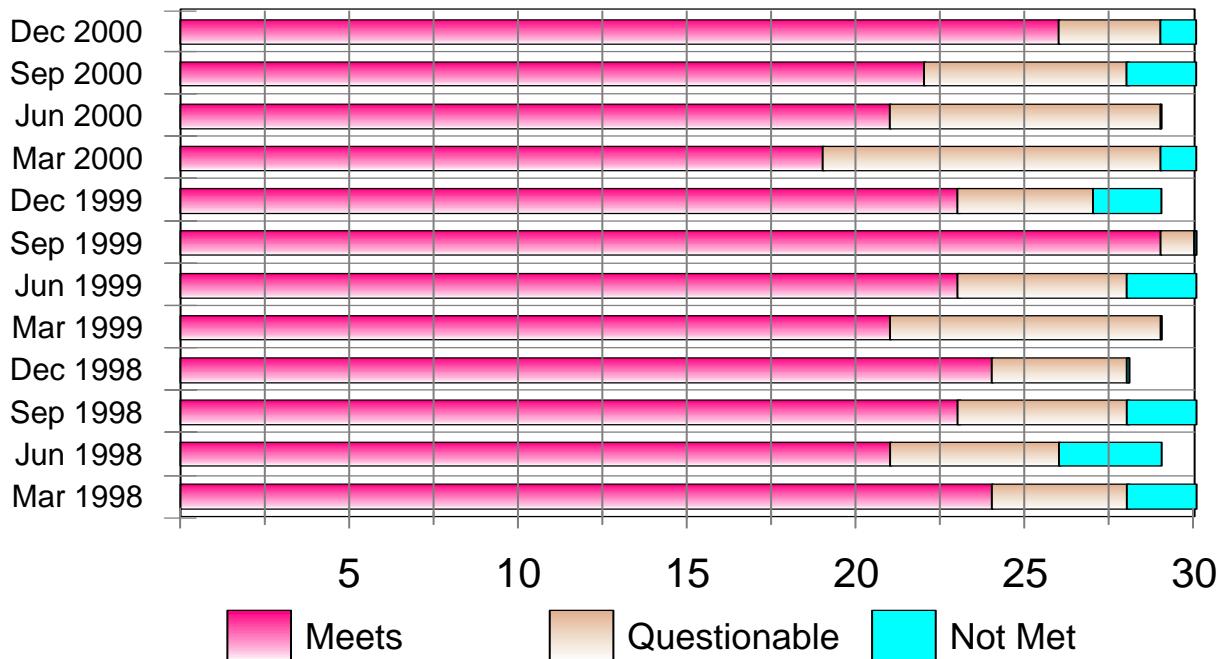
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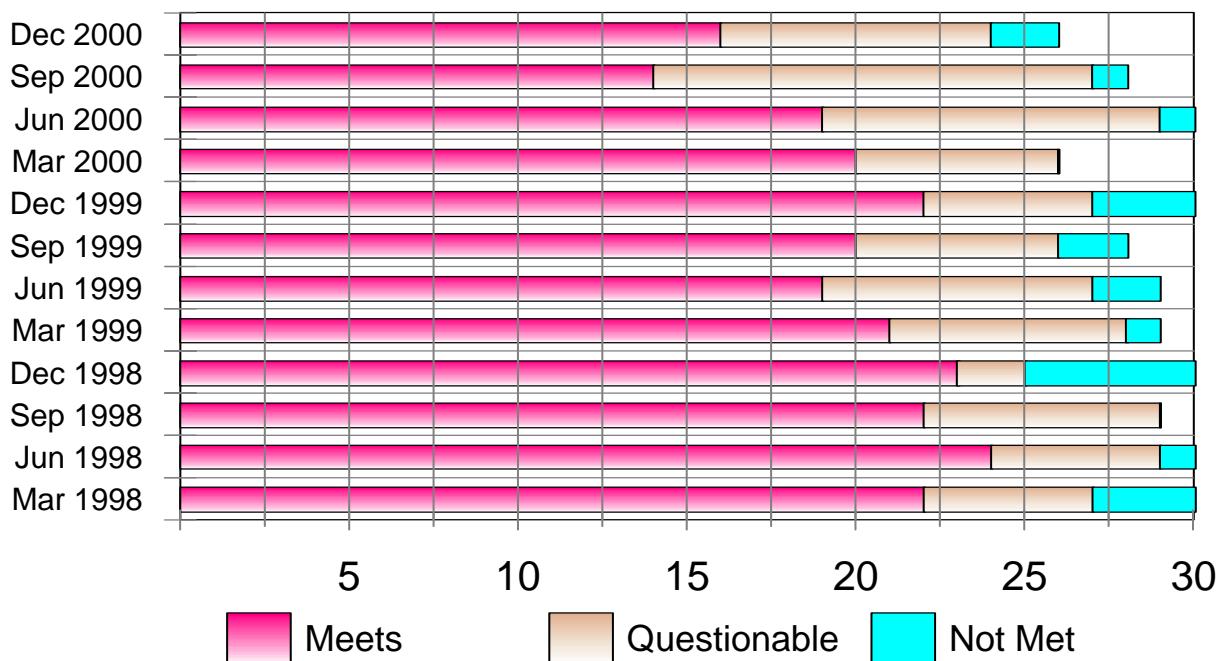
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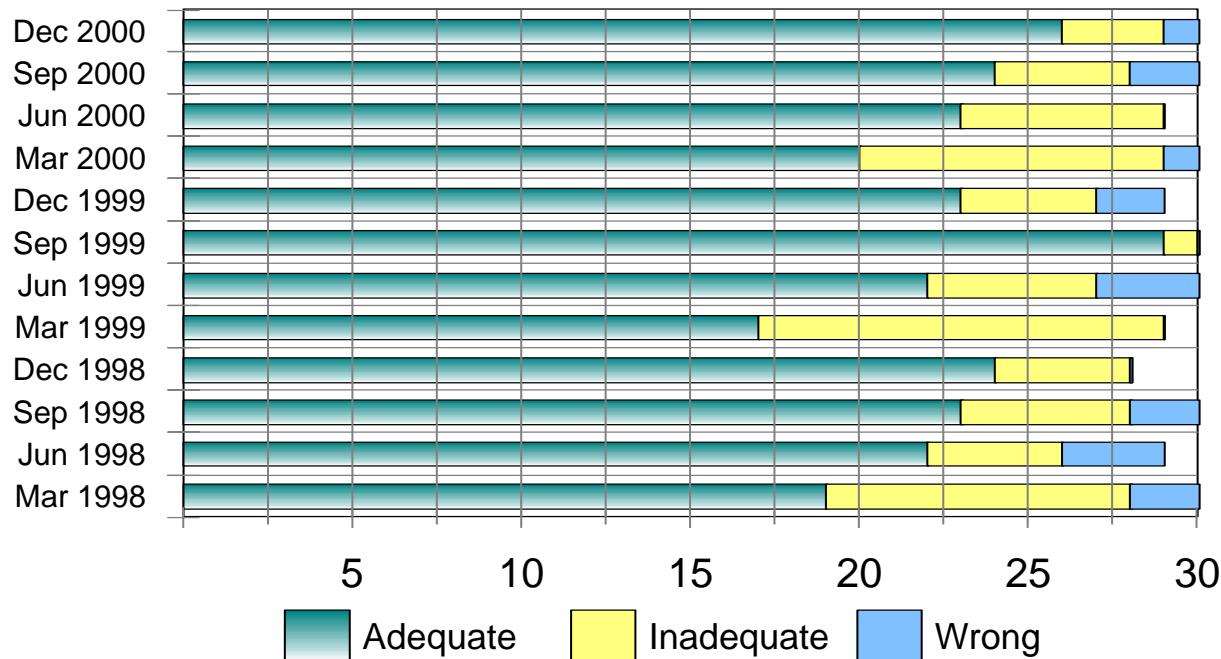
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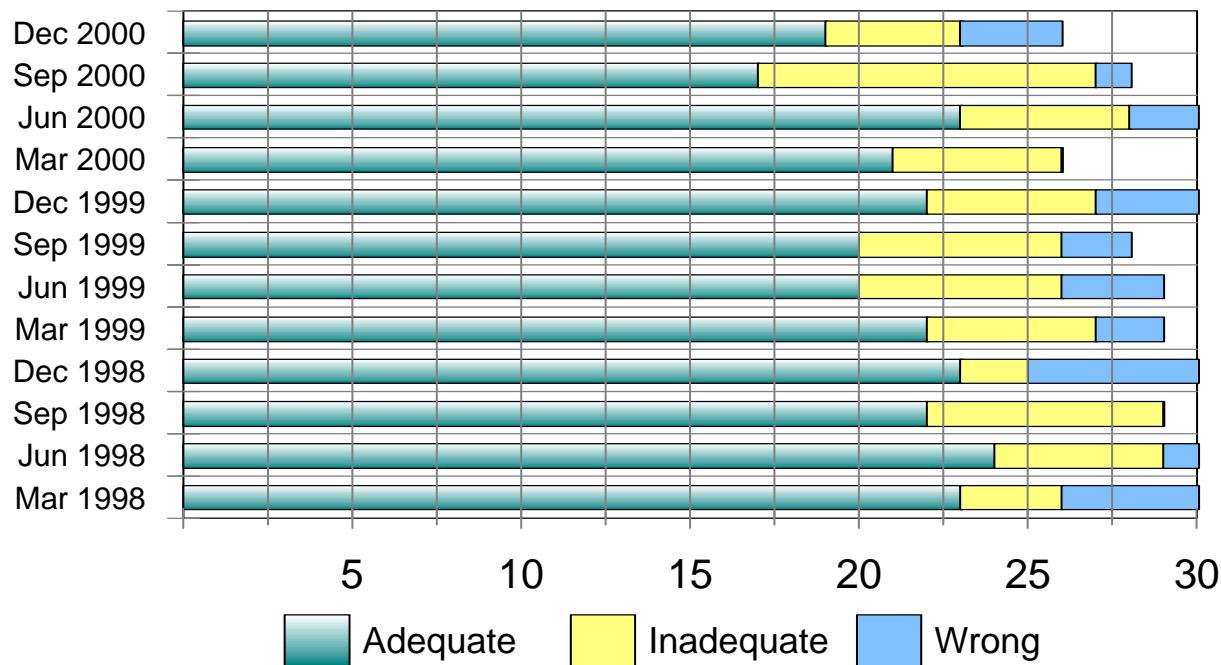
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DE - Written Determination - Results Separations - - 1998 - 2000



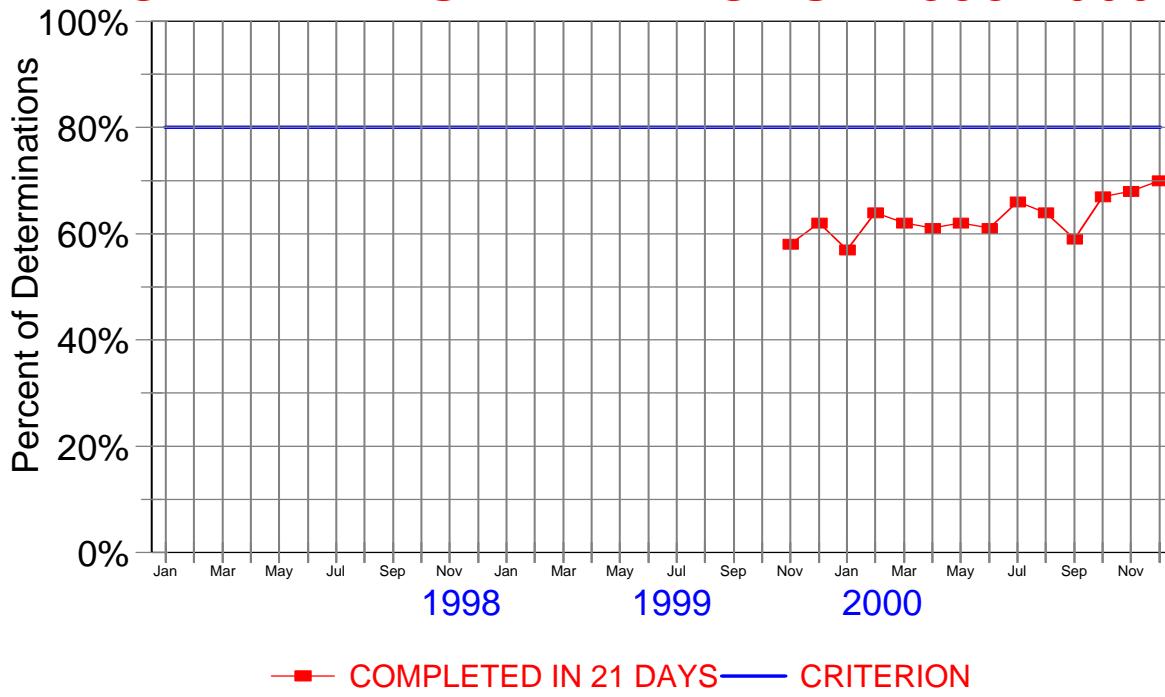
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DISTRICT OF COLUMBIA

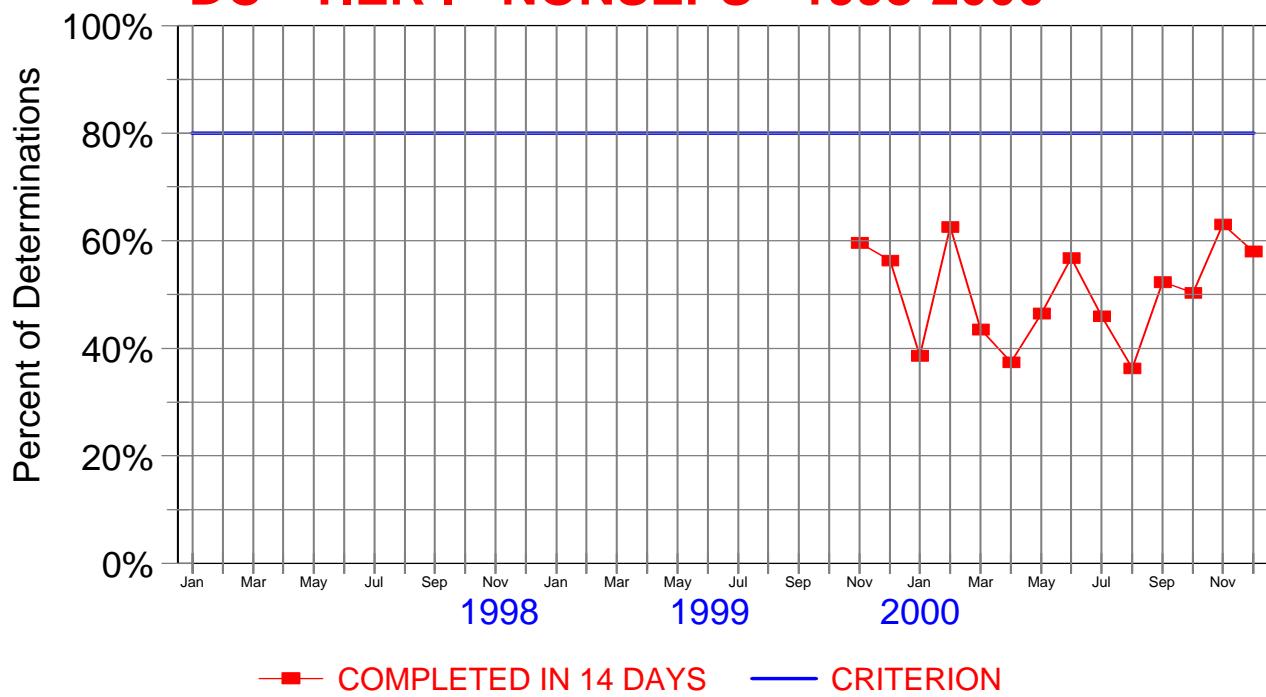
Nonmonetary Determinations Timeliness

DC - TIER I - SEPARATIONS - 1998-2000

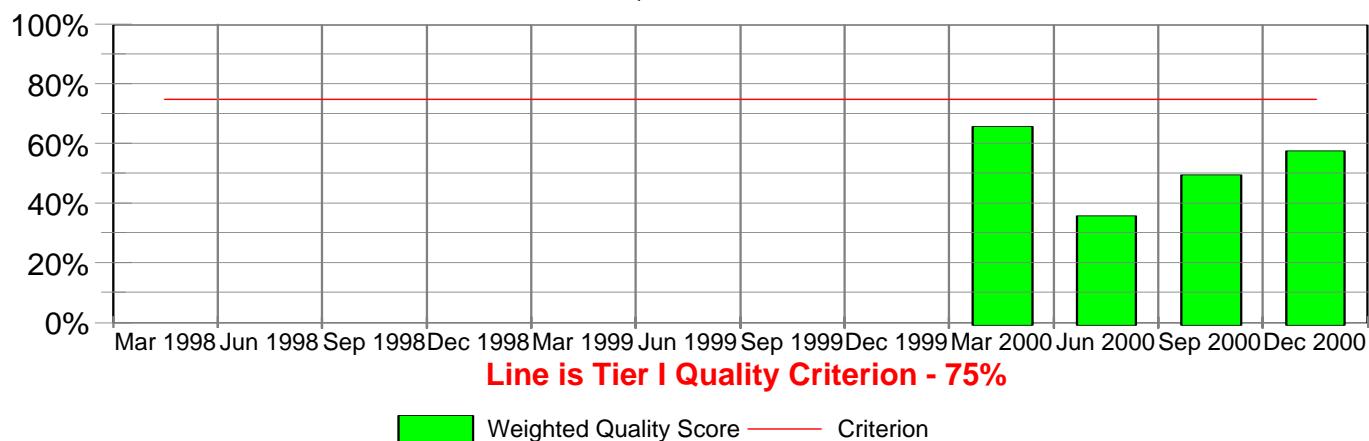


Nonmonetary Determinations Timeliness

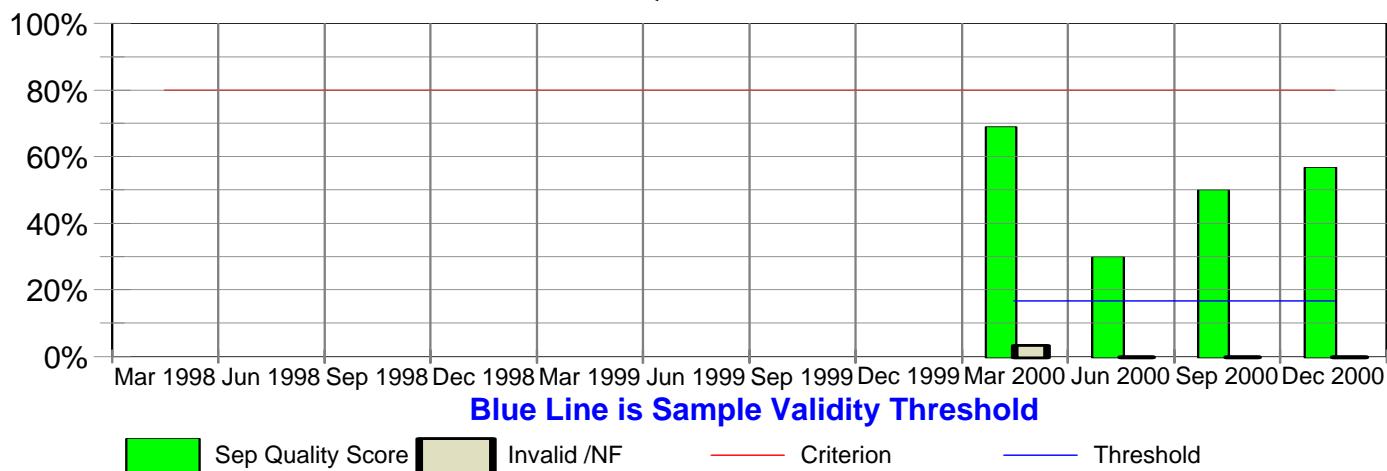
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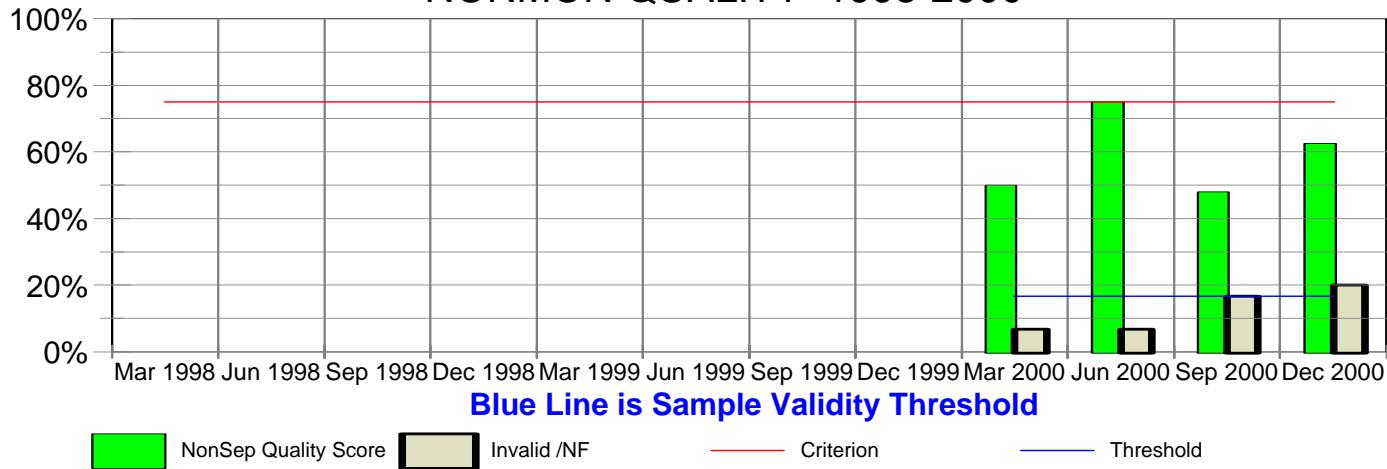
DISTRICT OF COLUMBIA NONMON QUALITY 1998-2000



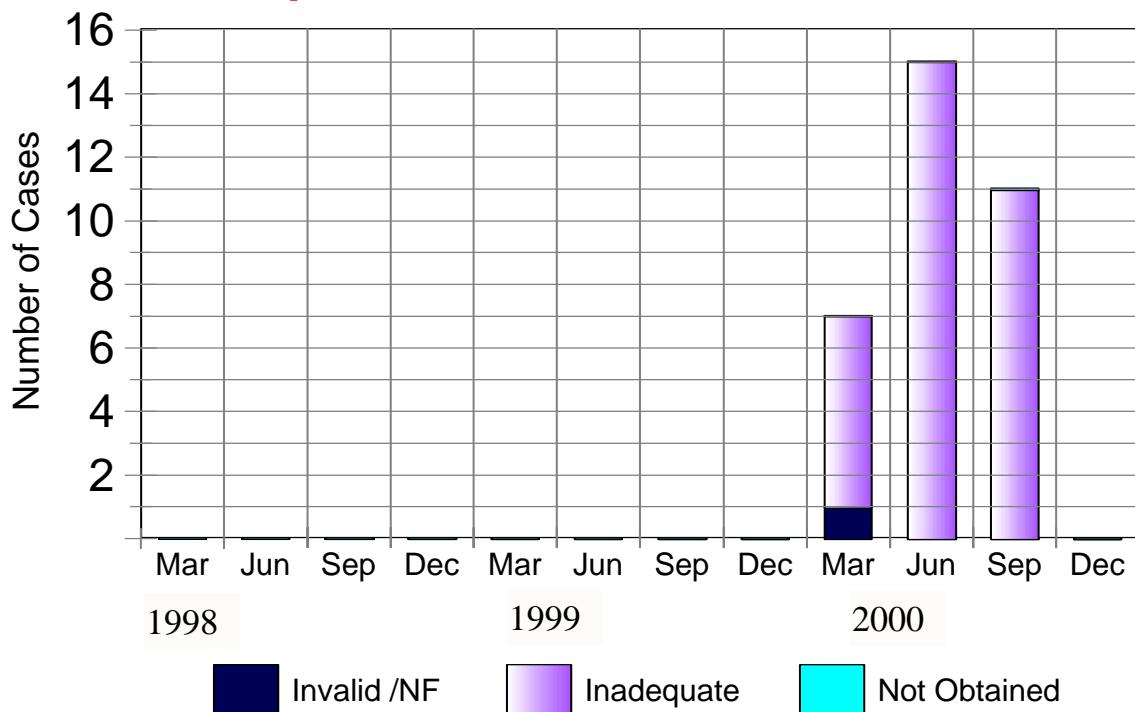
DISTRICT OF COLUMBIA: SEPARATIONS NONMON QUALITY 1998-2000



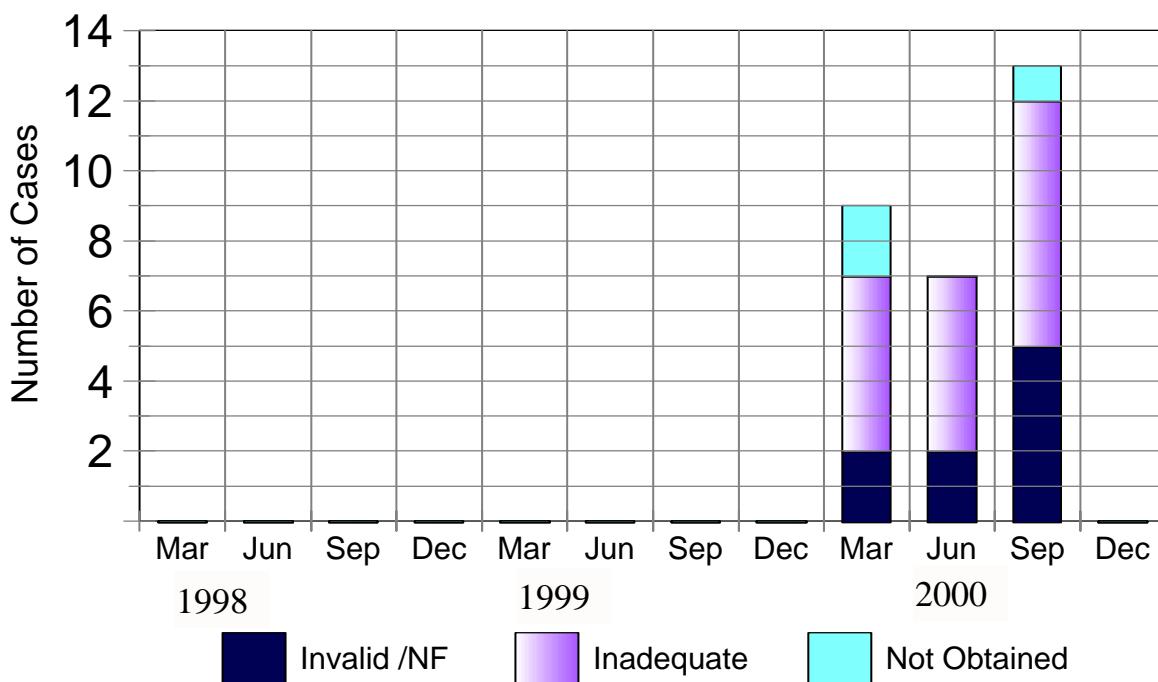
DISTRICT OF COLUMBIA: NONSEPARATIONS NONMON QUALITY 1998-2000



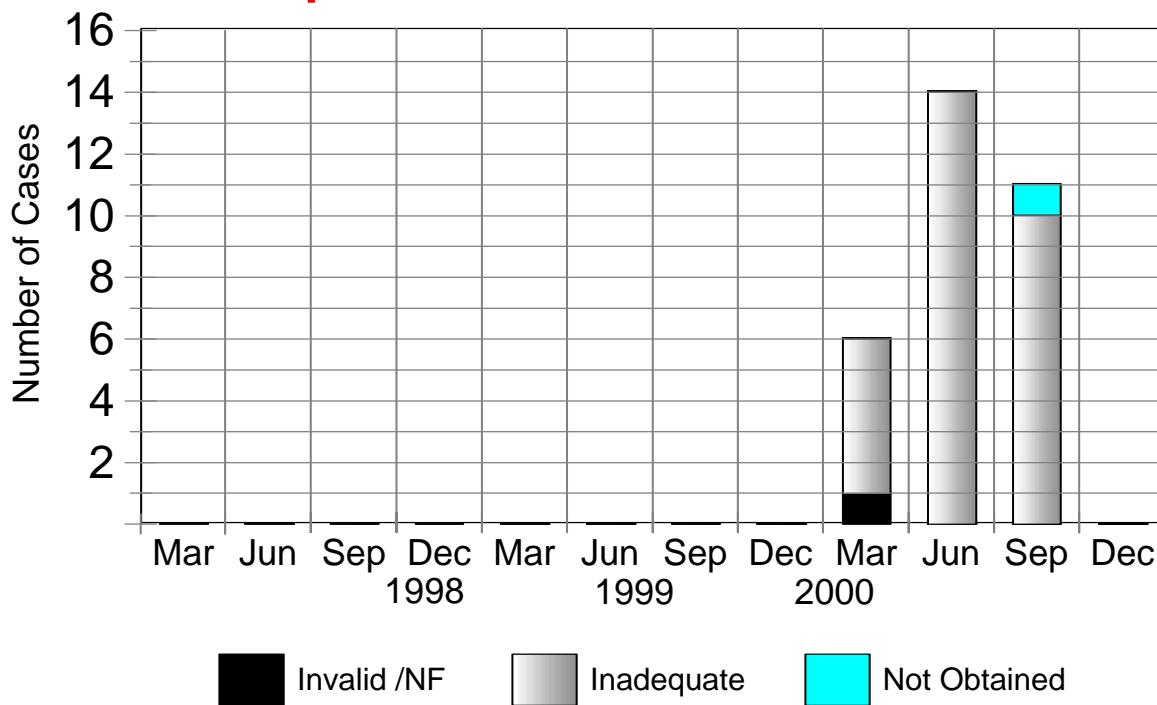
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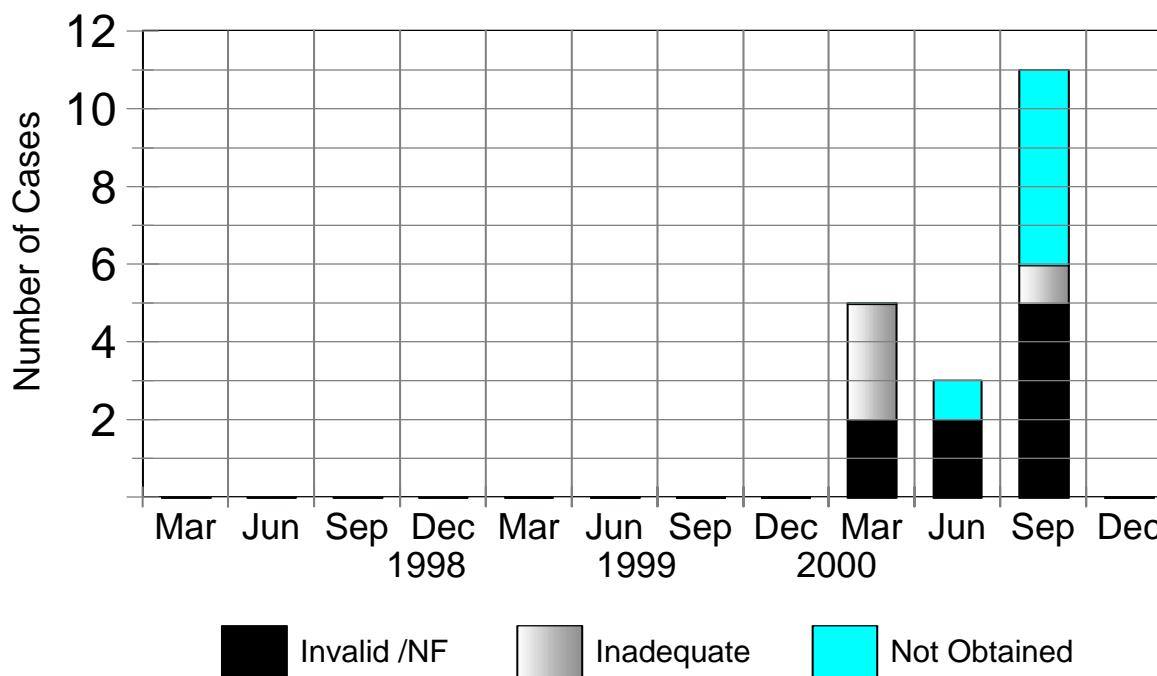
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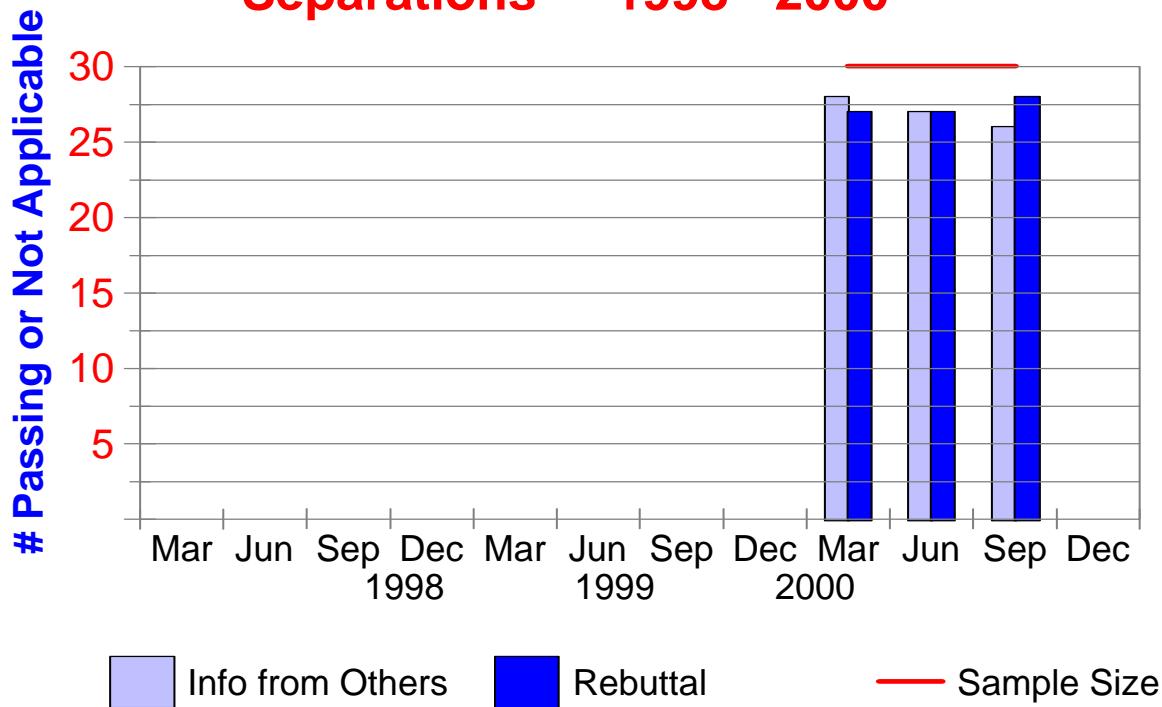
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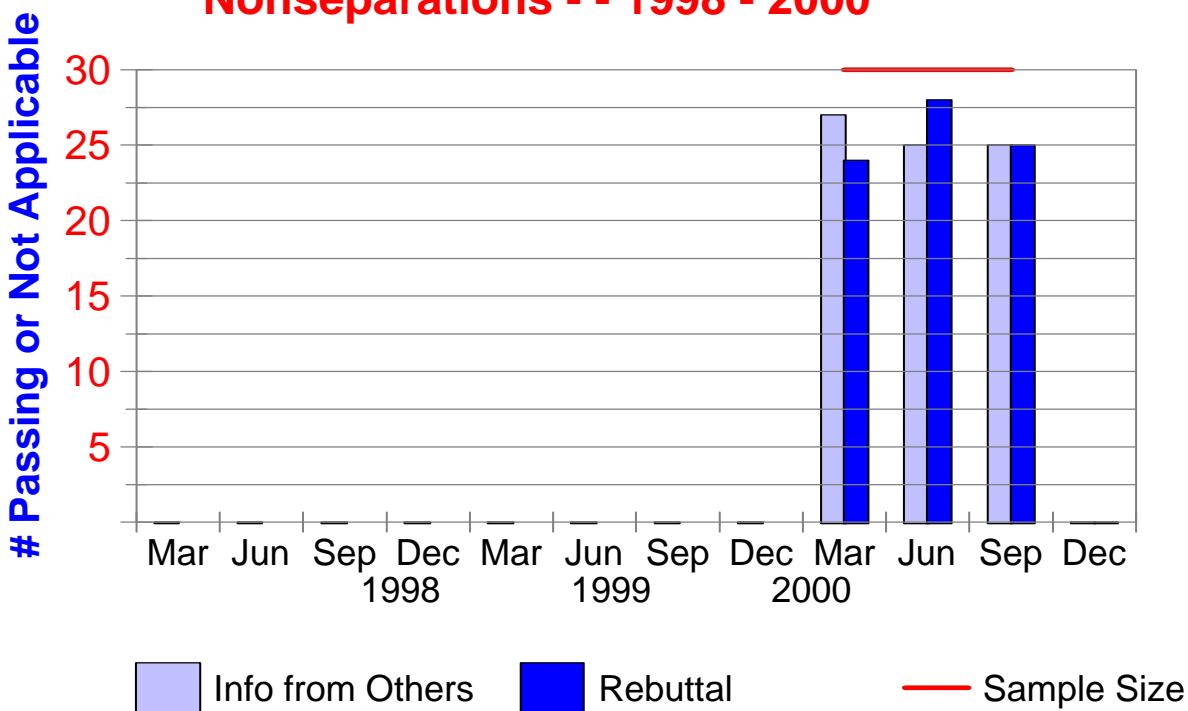
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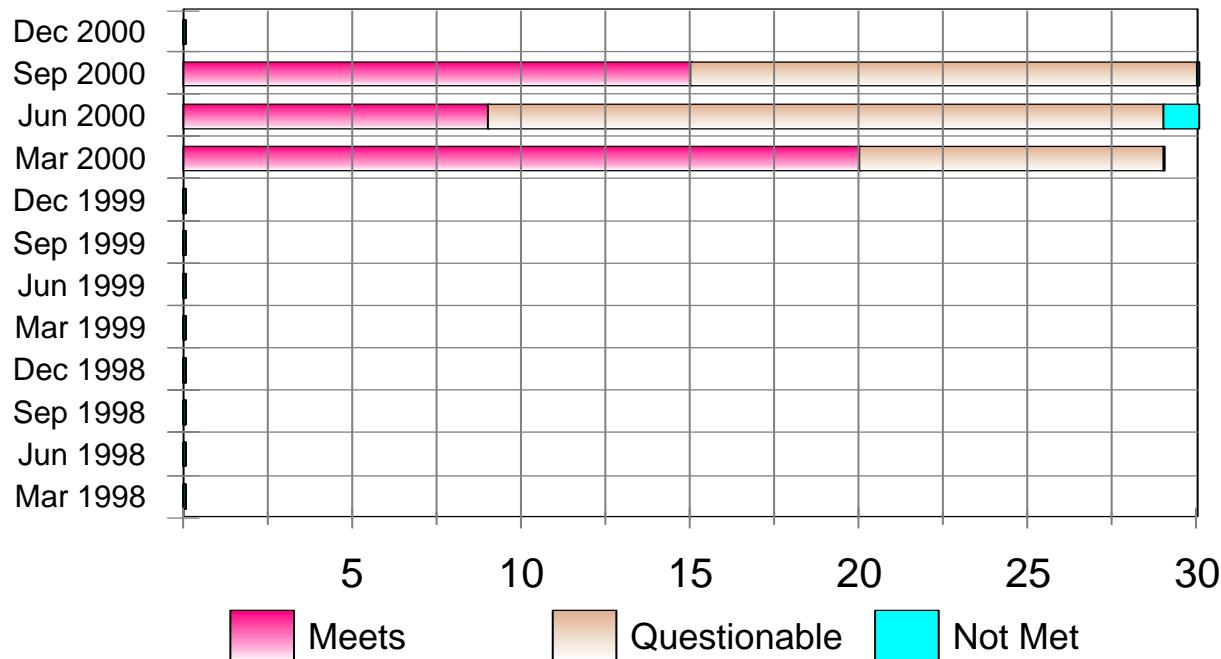
DC- Information from Others & Rebuttal Separations - - 1998 - 2000



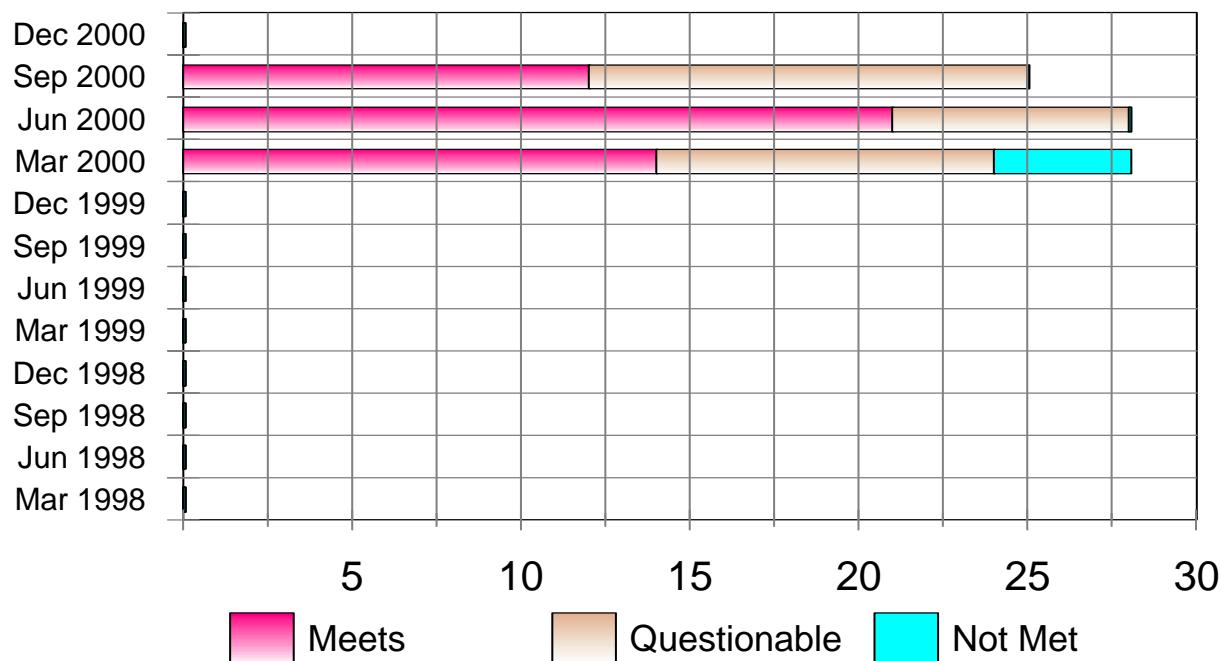
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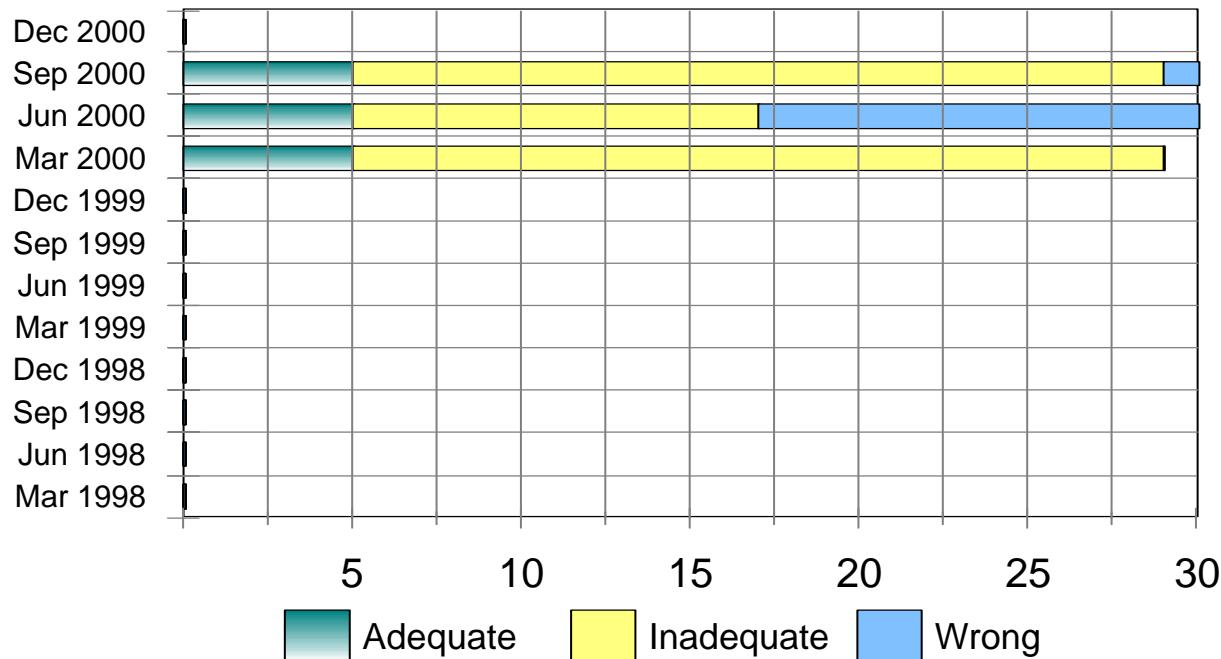
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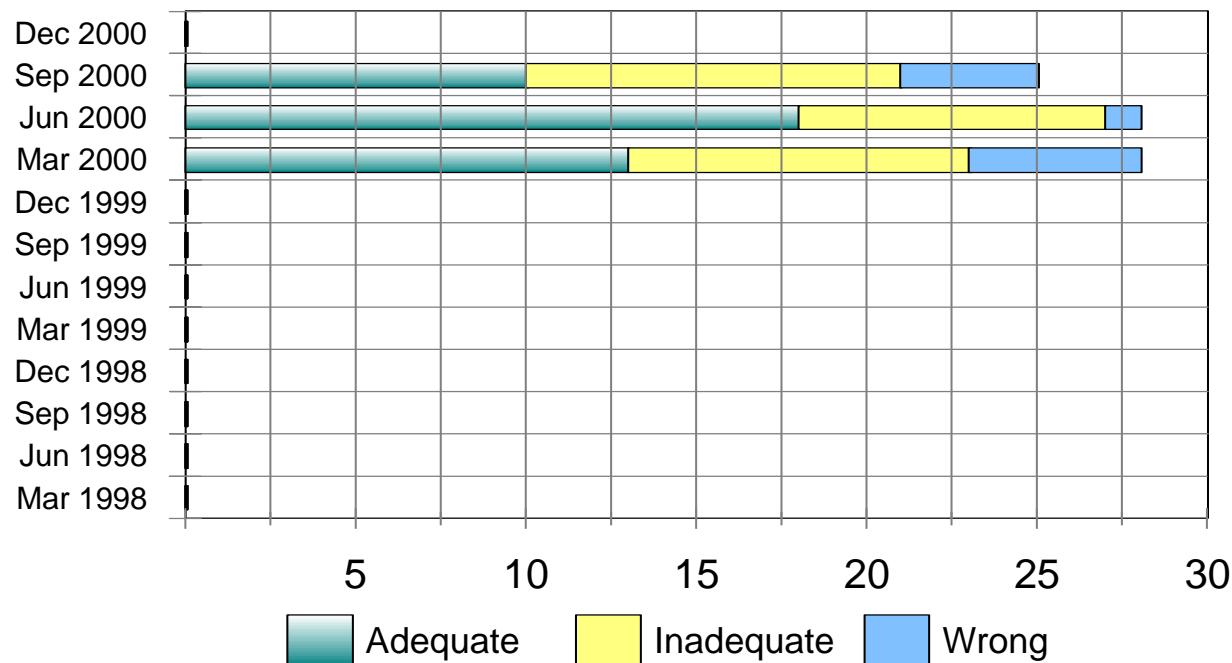
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DC - Written Determination - Results Separations - - 1998 - 2000

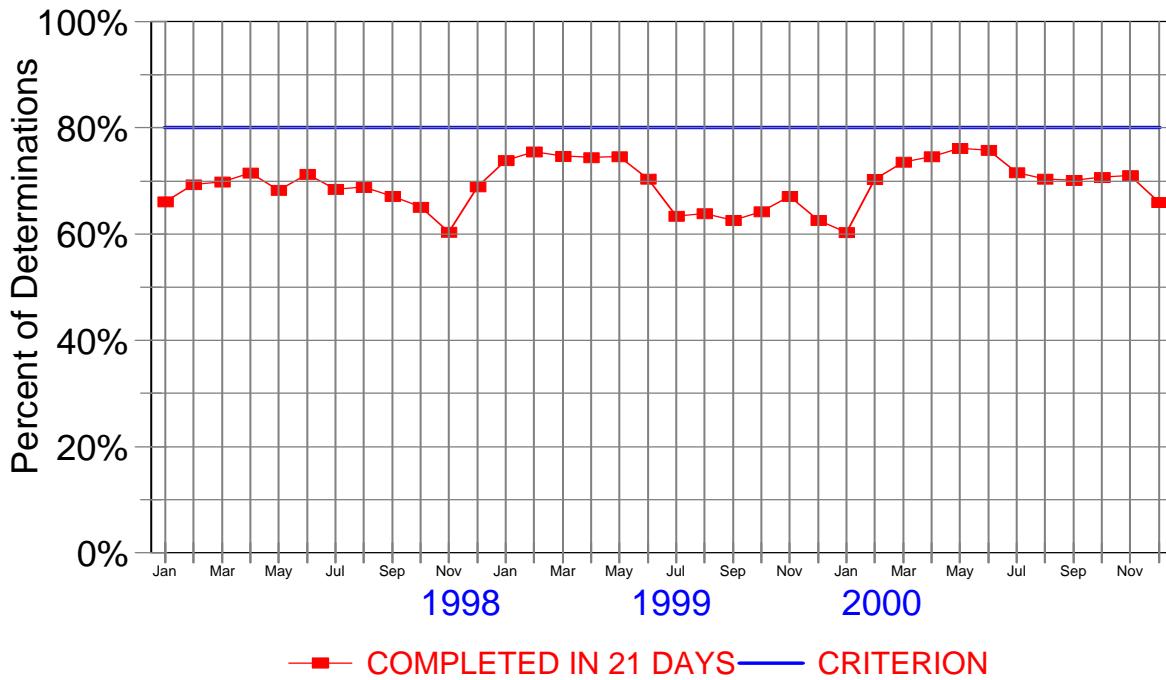


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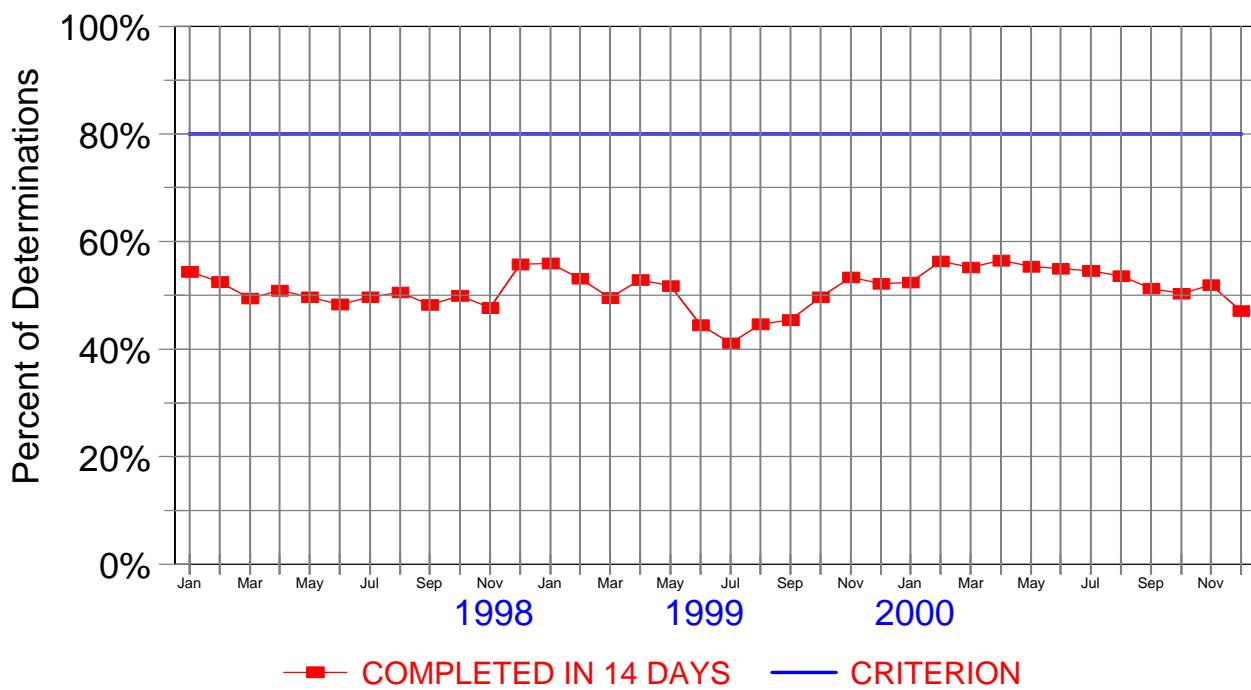


FLORIDA

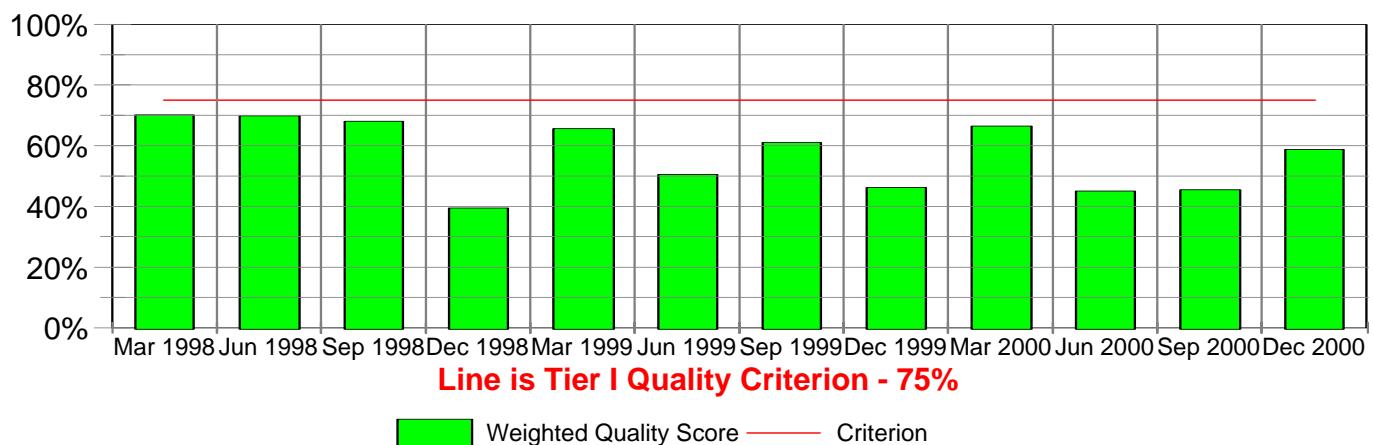
Nonmonetary Determinations Timeliness FL - TIER I - SEPARATIONS - 1998-2000



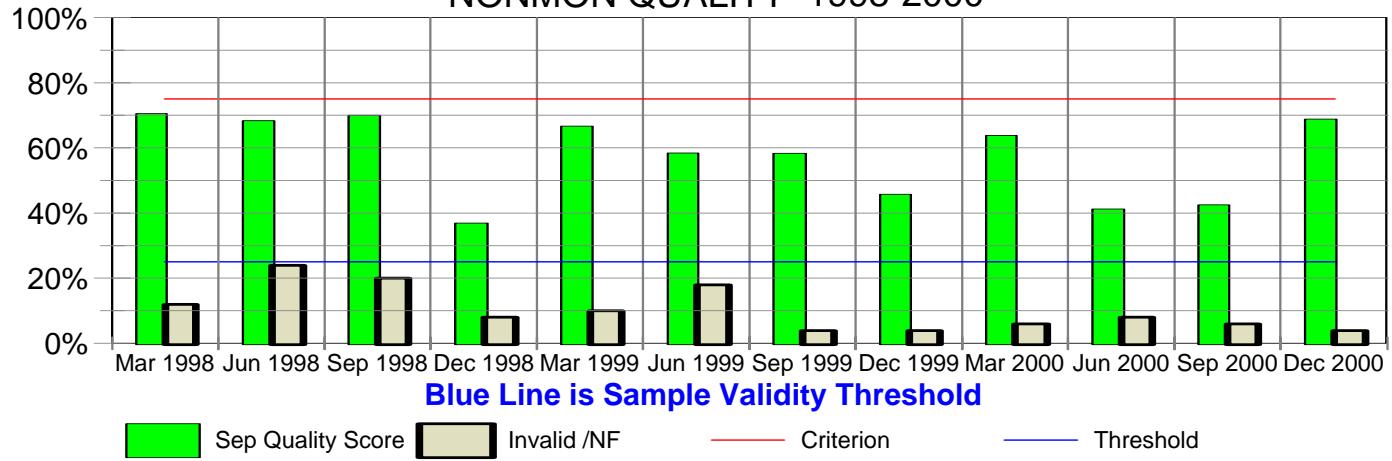
Nonmonetary Determinations Timeliness FL - TIER I - NONSEPS - 1998-2000



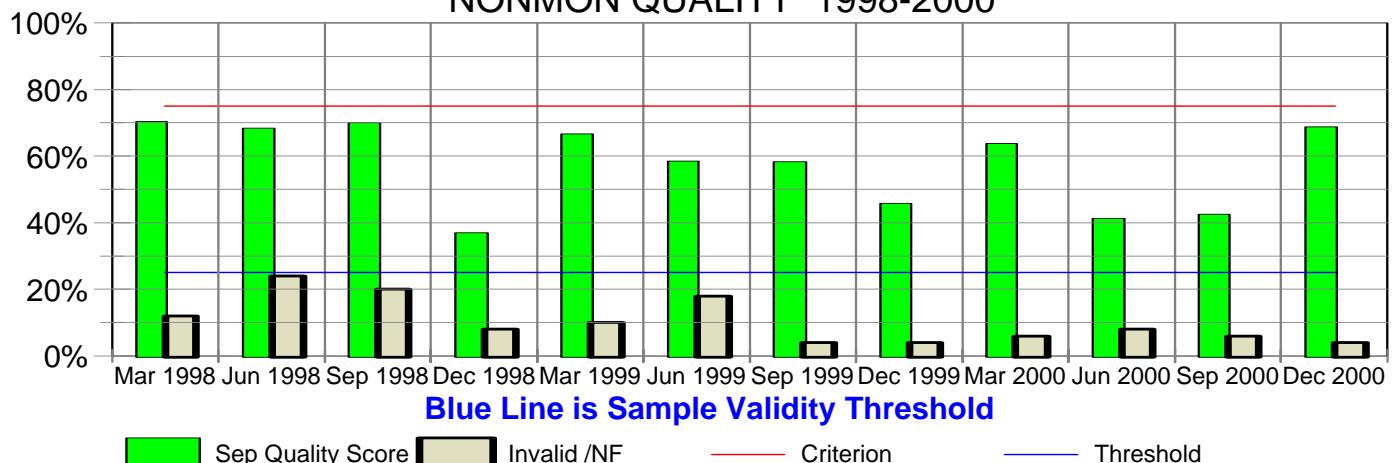
FLORIDA NONMON QUALITY 1998-2000



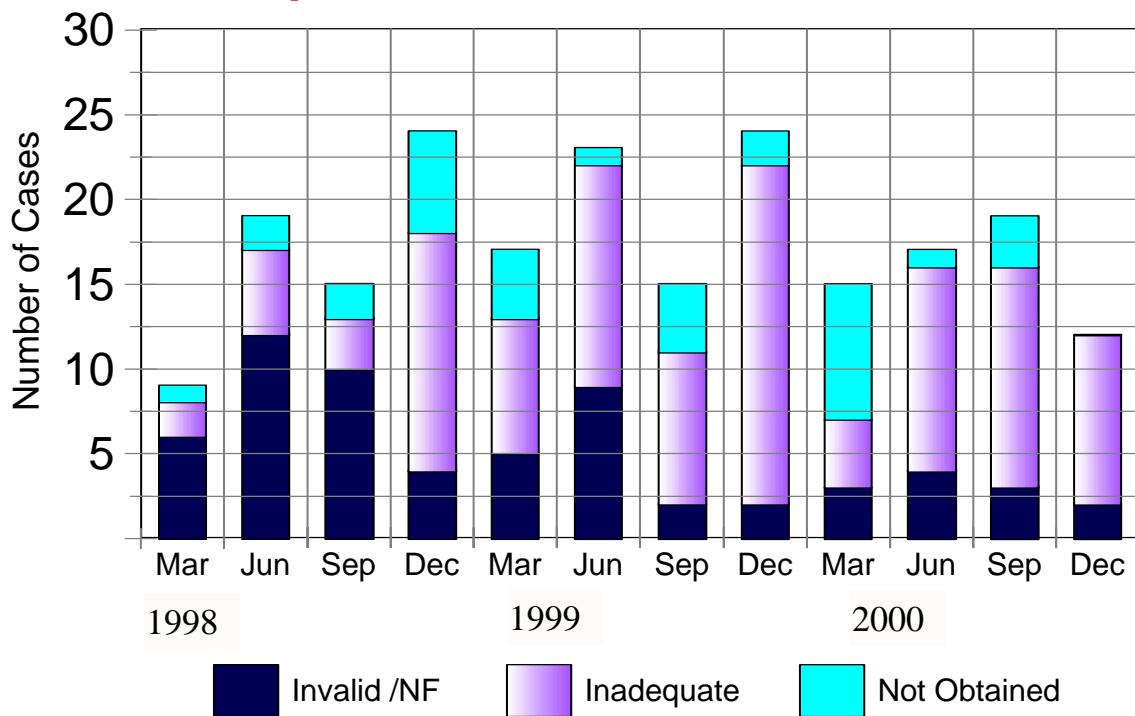
FLORIDA: SEPARATIONS NONMON QUALITY 1998-2000



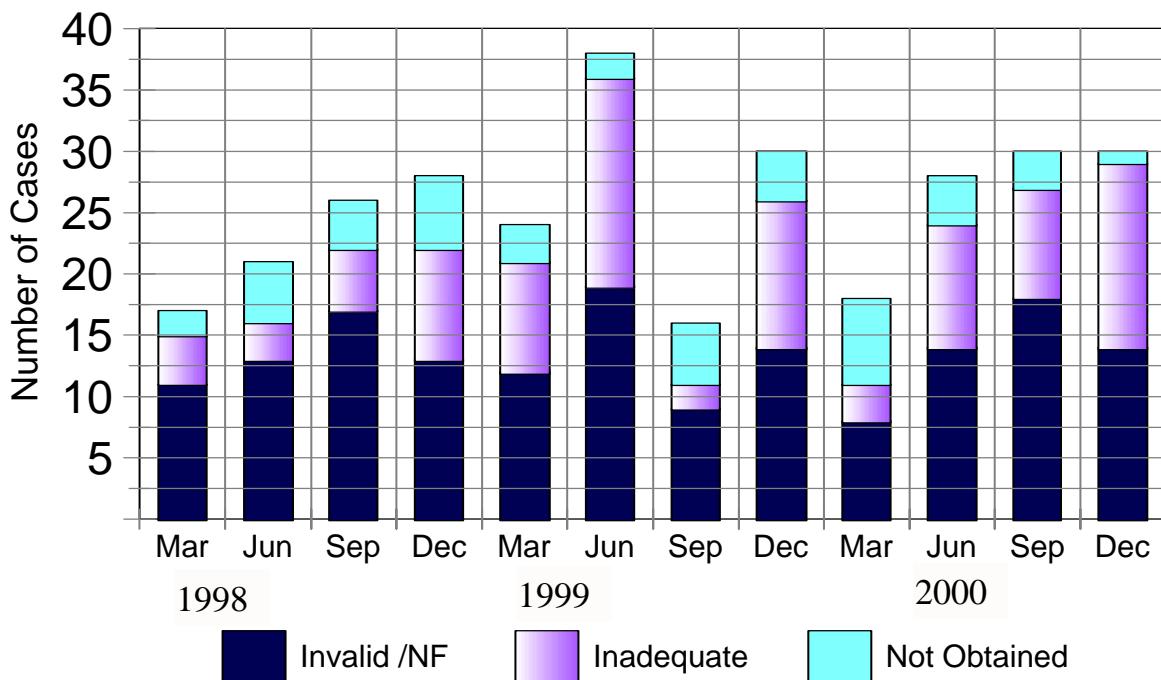
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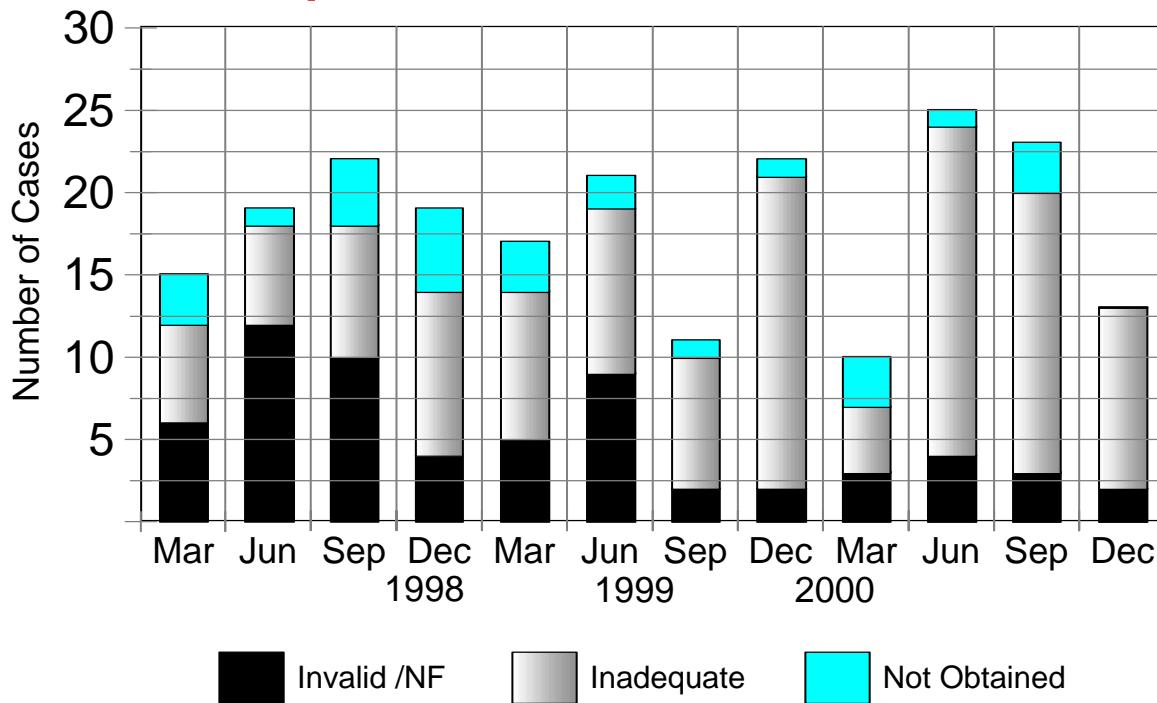
FL - Claimant Information Problems Separations - - 1998 - 2000



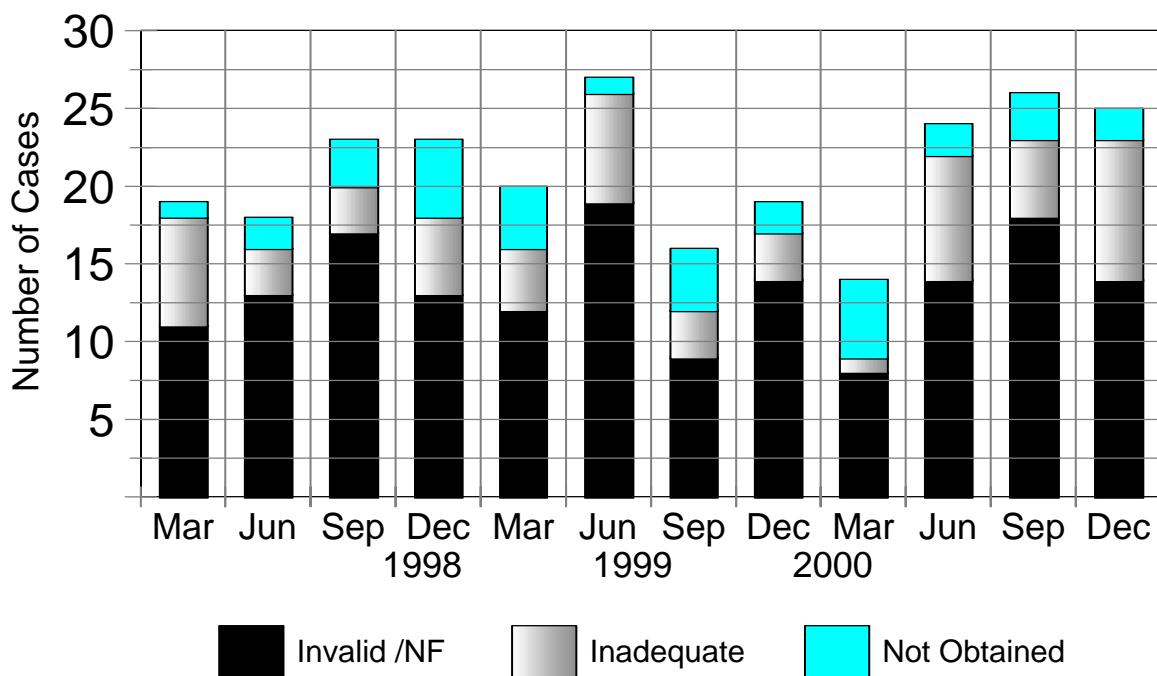
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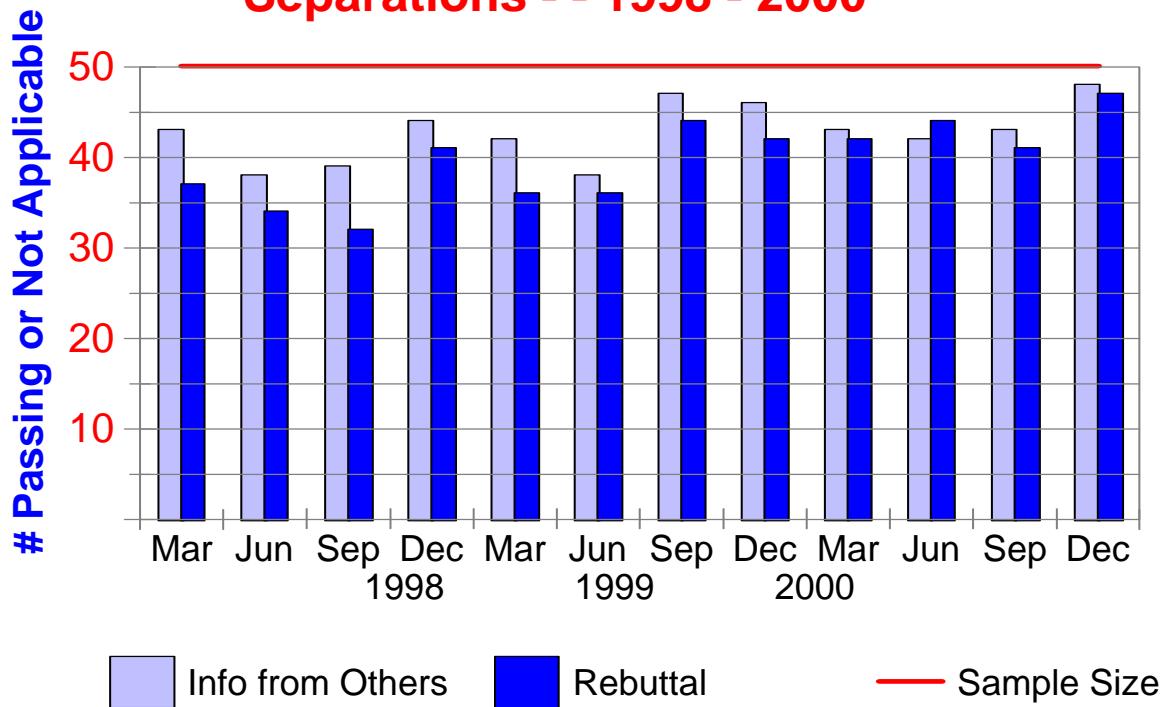
FL - Employer Information Problems Separations - 1998 - 2000



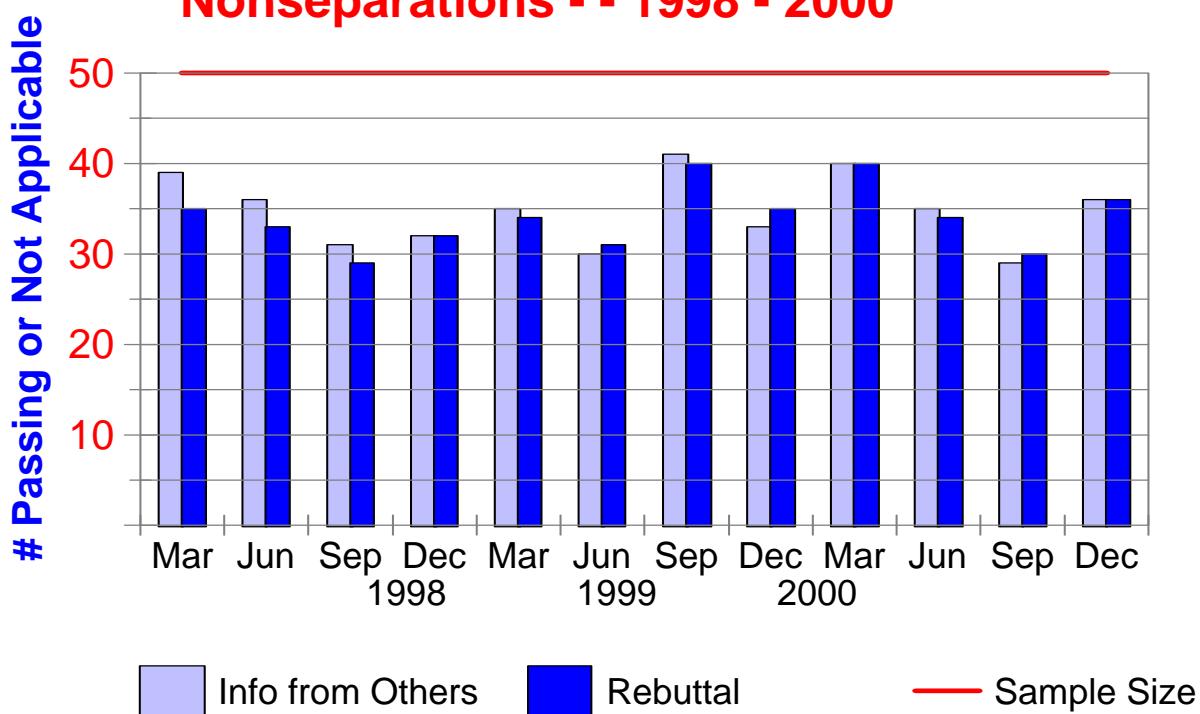
FL - Employer Information Problems Nonseparations - - 1998 - 2000



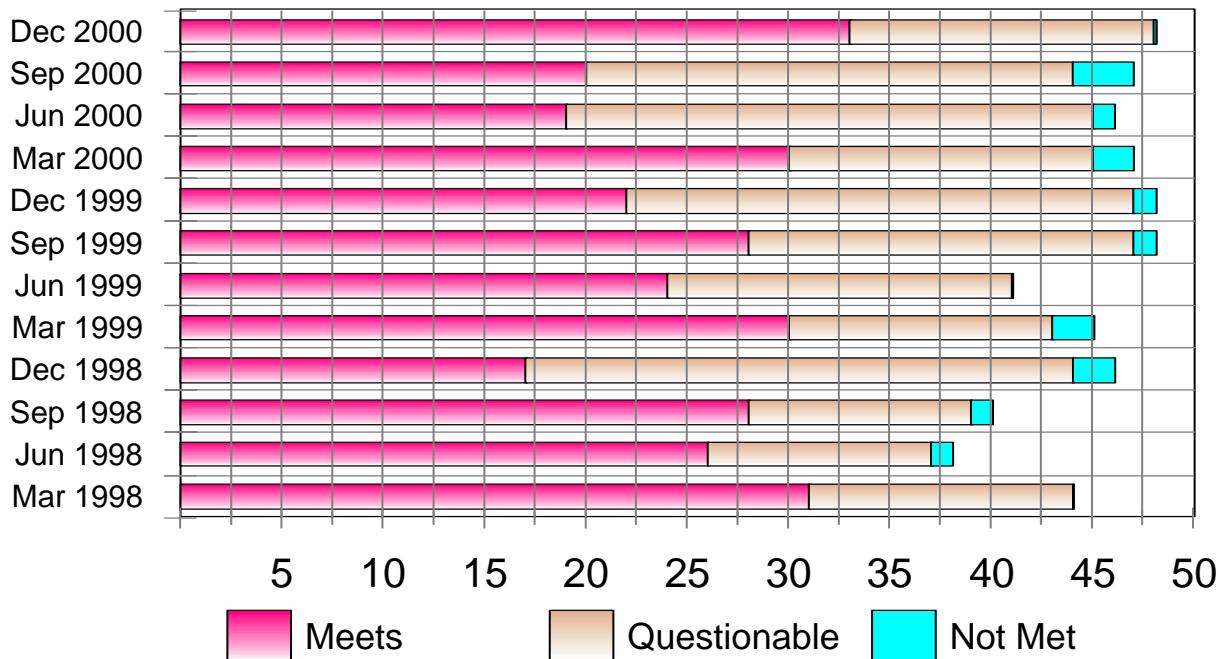
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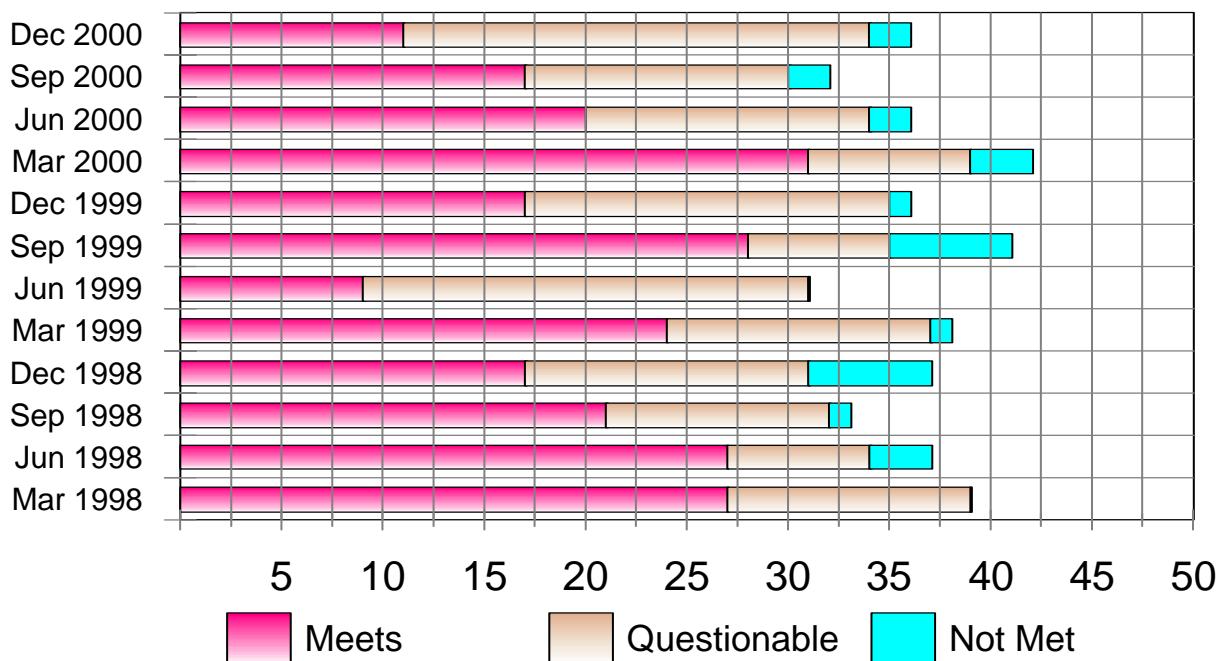
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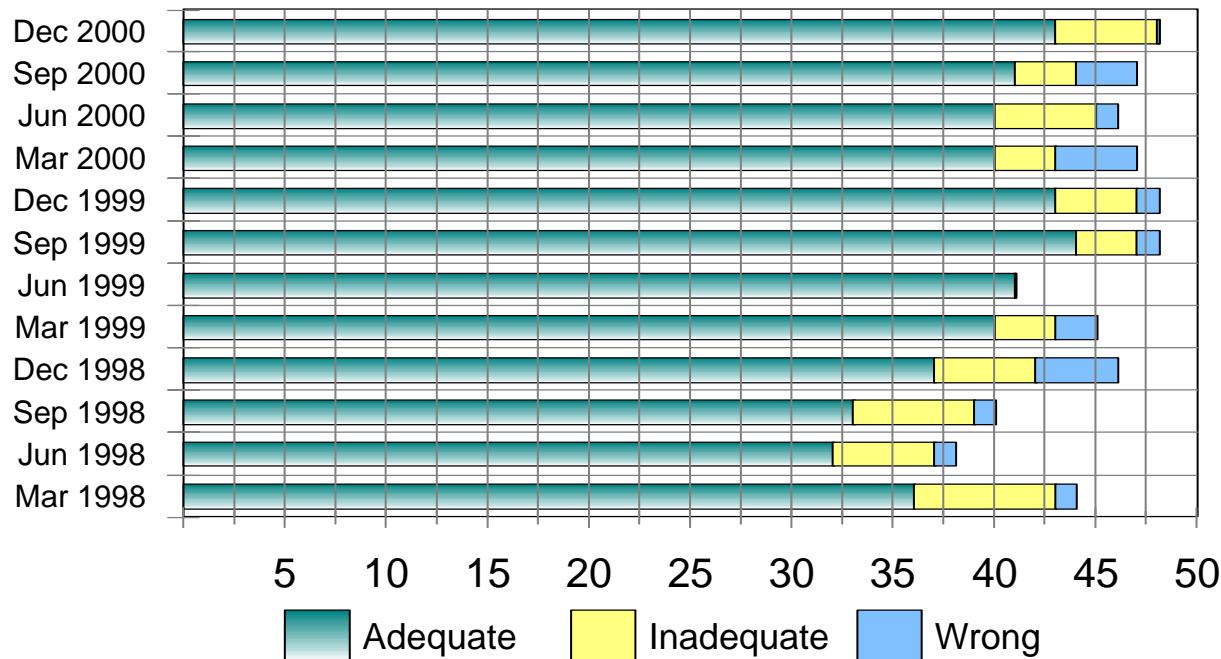
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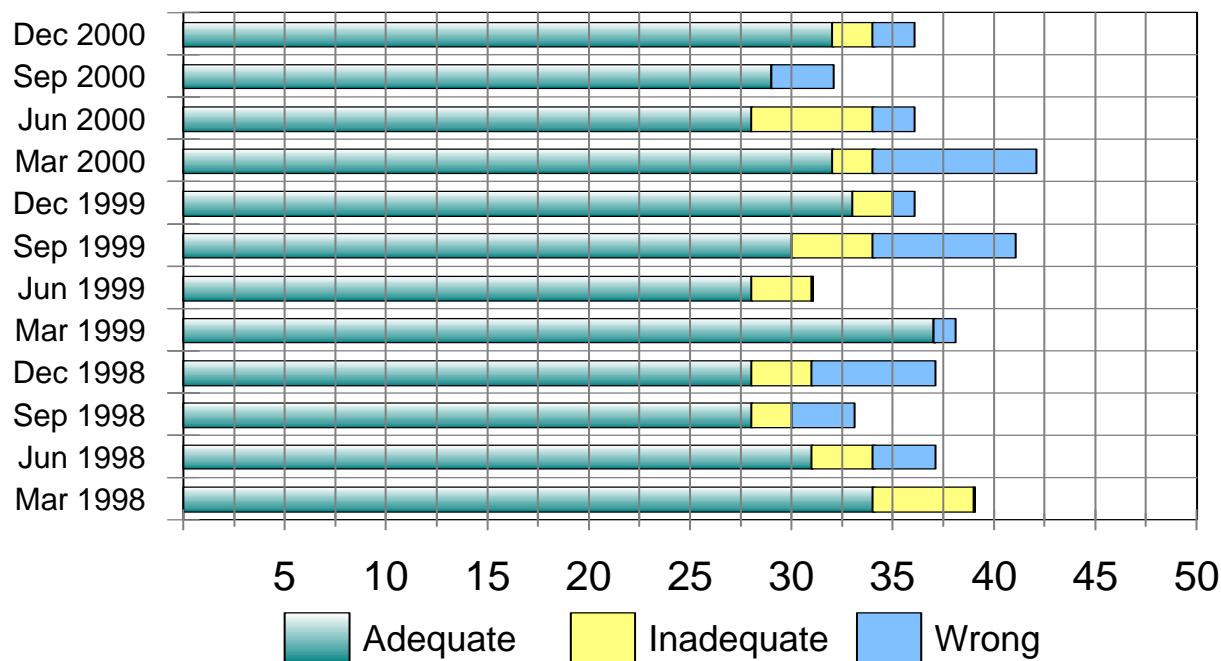
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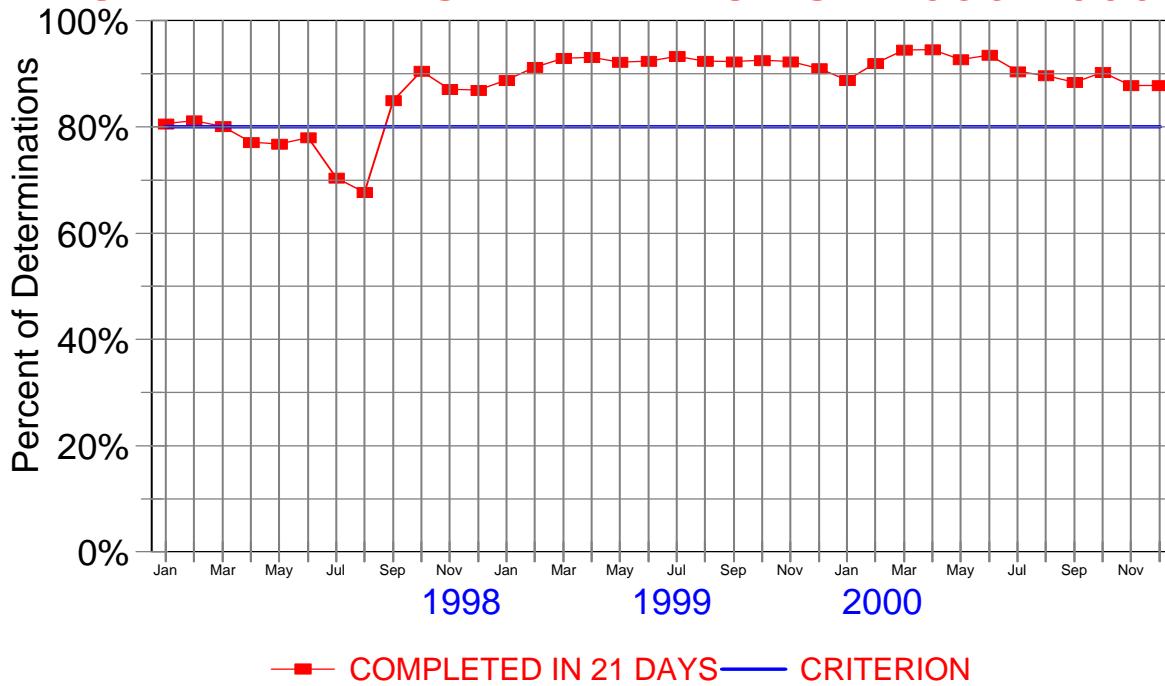
FL - Written Determination - Results Separations - - 1998 - 2000



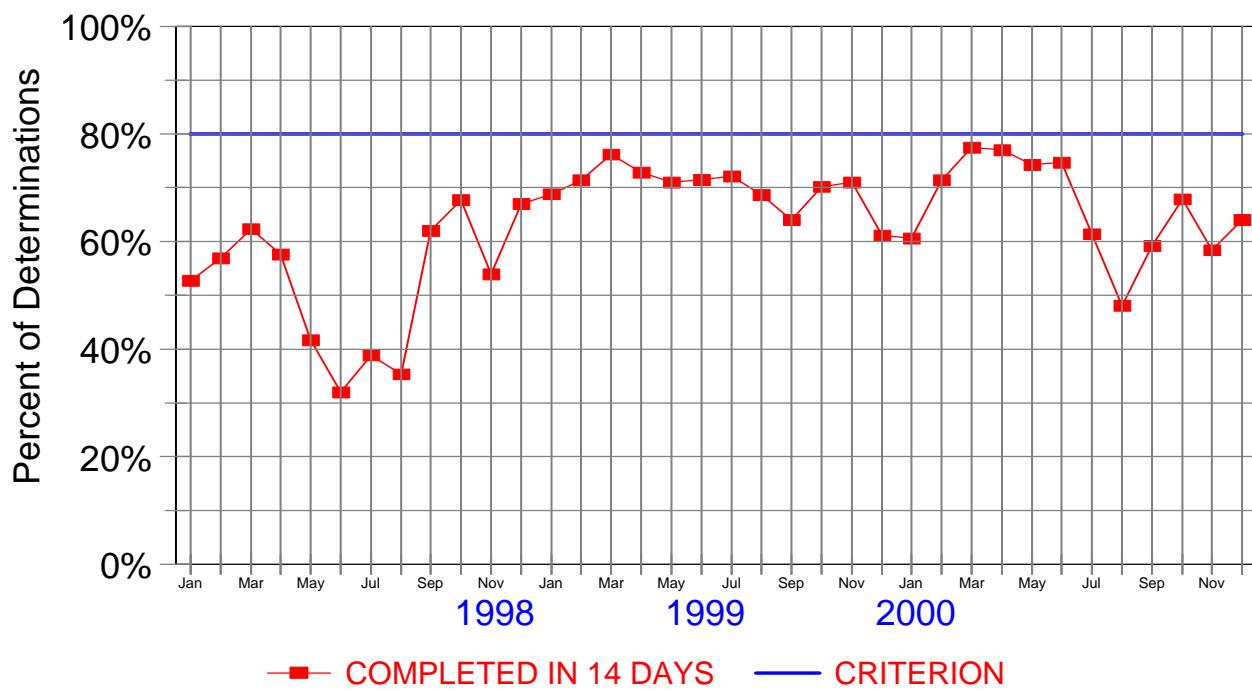
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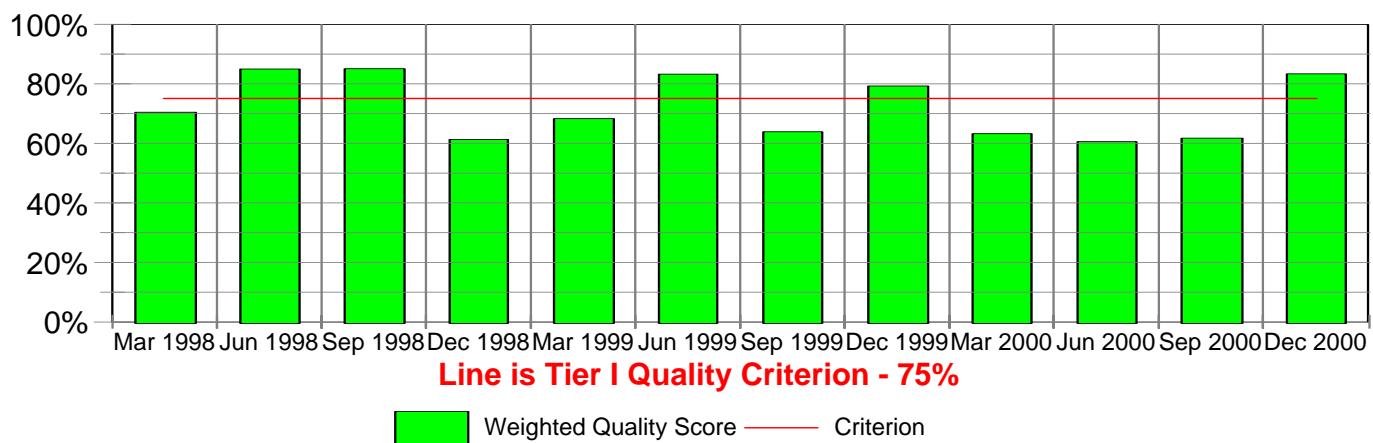
Nonmonetary Determinations Timeliness GA - TIER I - SEPARATIONS - 1998-2000



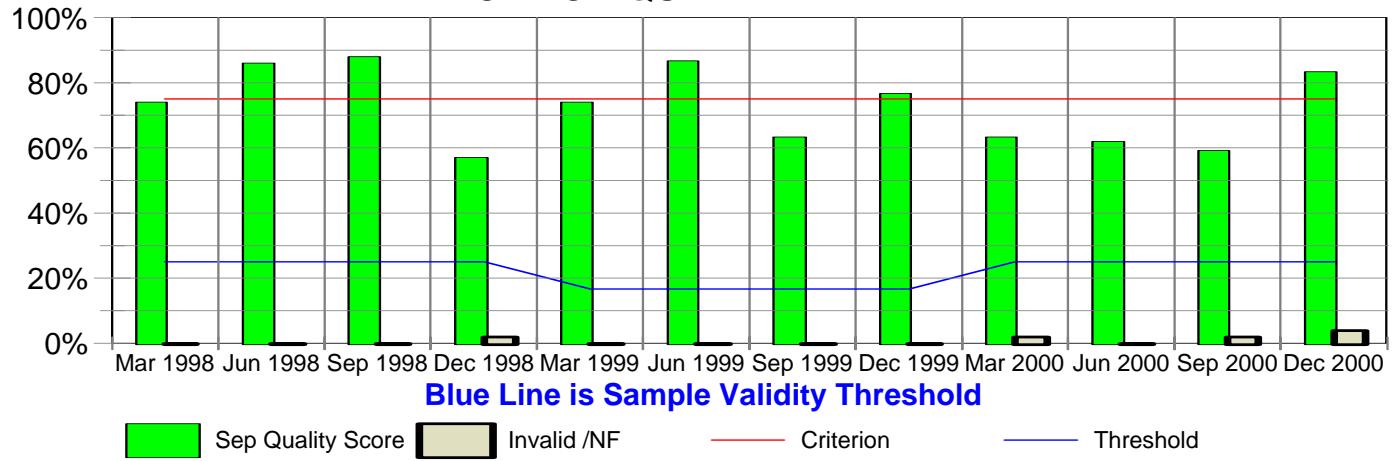
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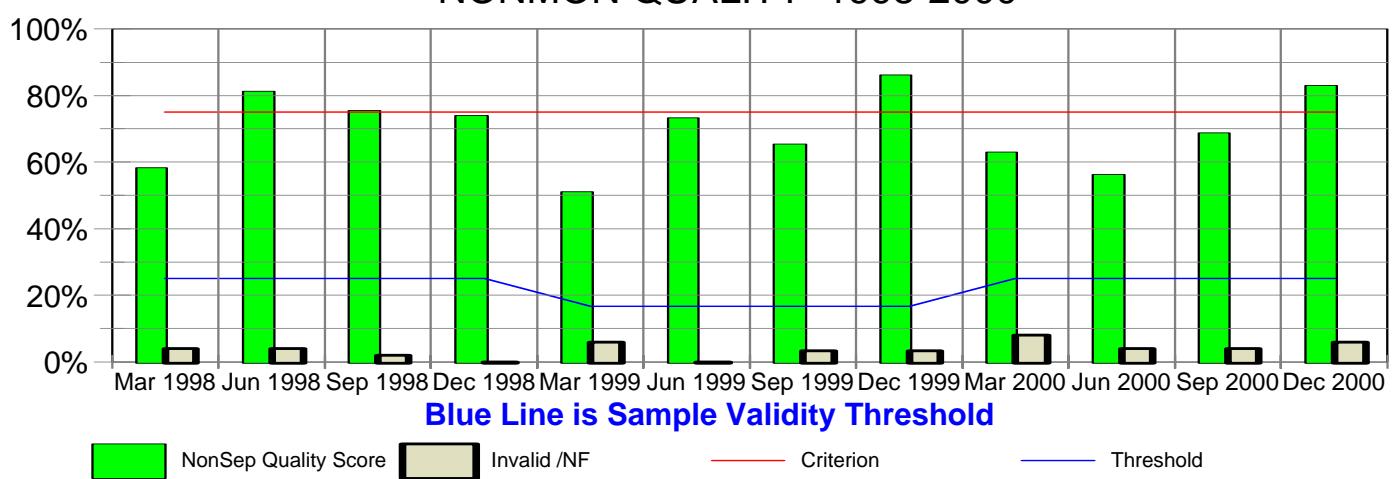
GEORGIA NONMON QUALITY 1998-2000



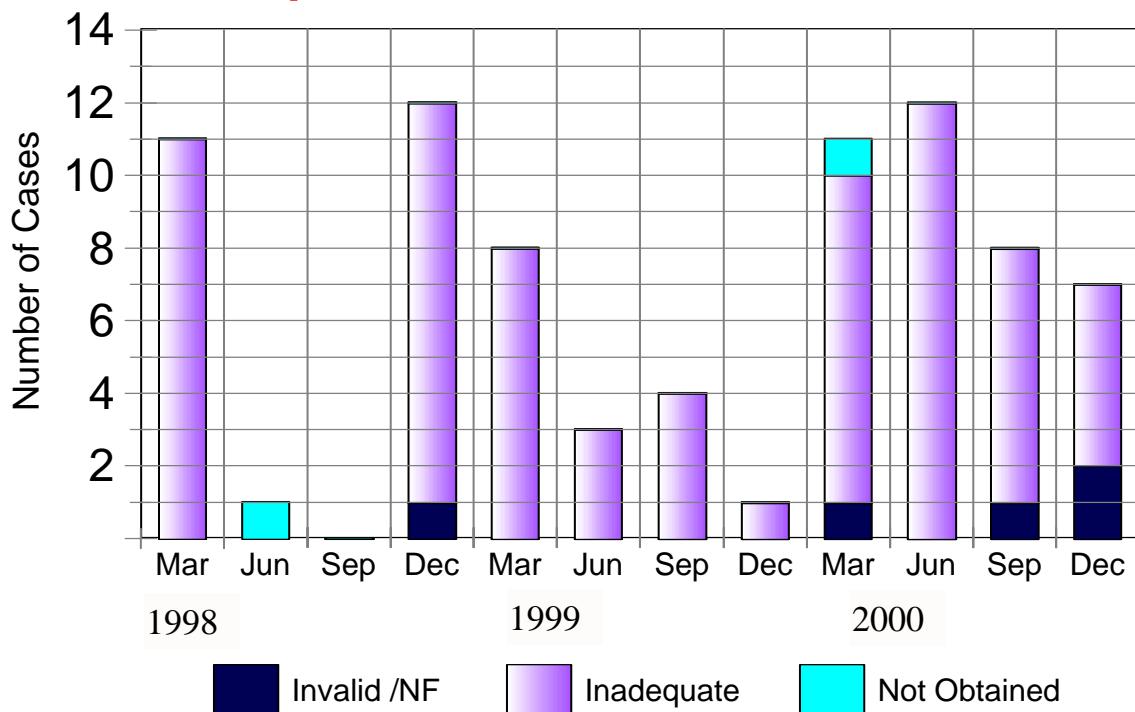
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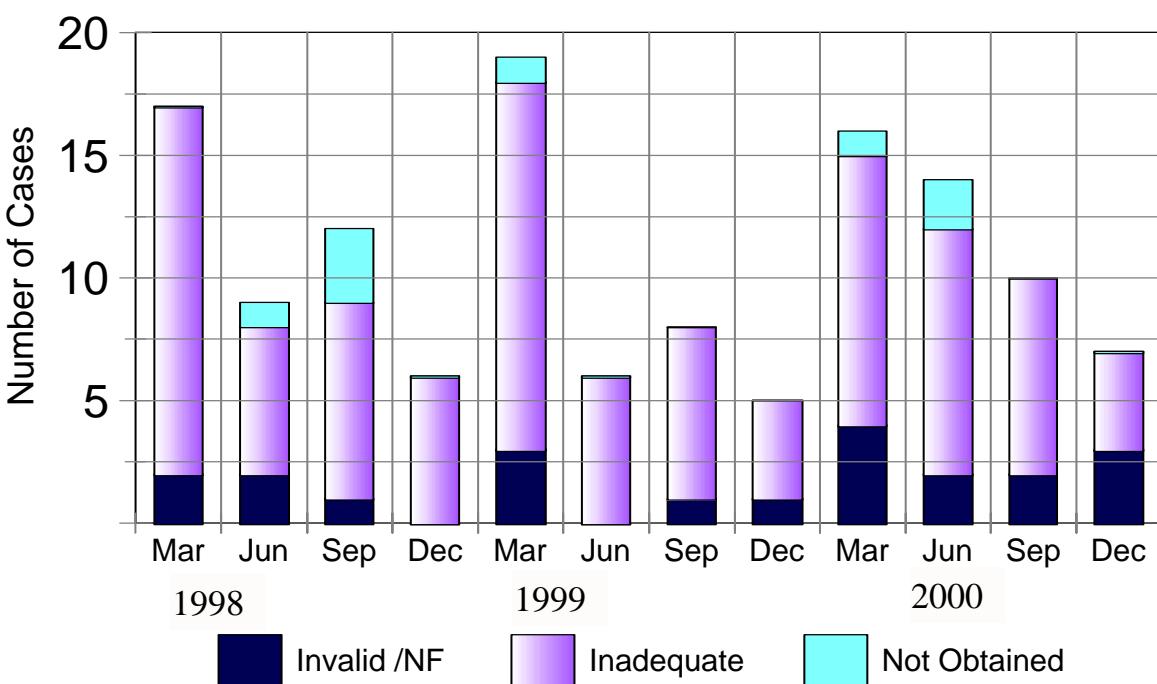
GEORGIA: NONSEPARATIONS NONMON QUALITY 1998-2000



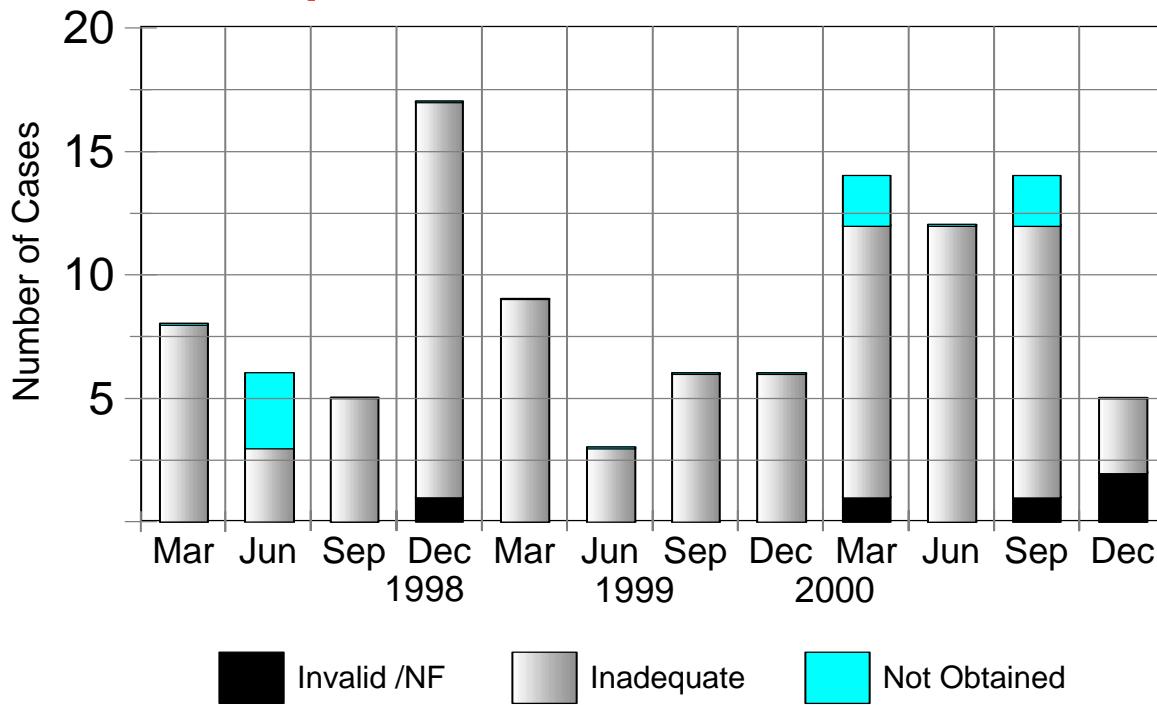
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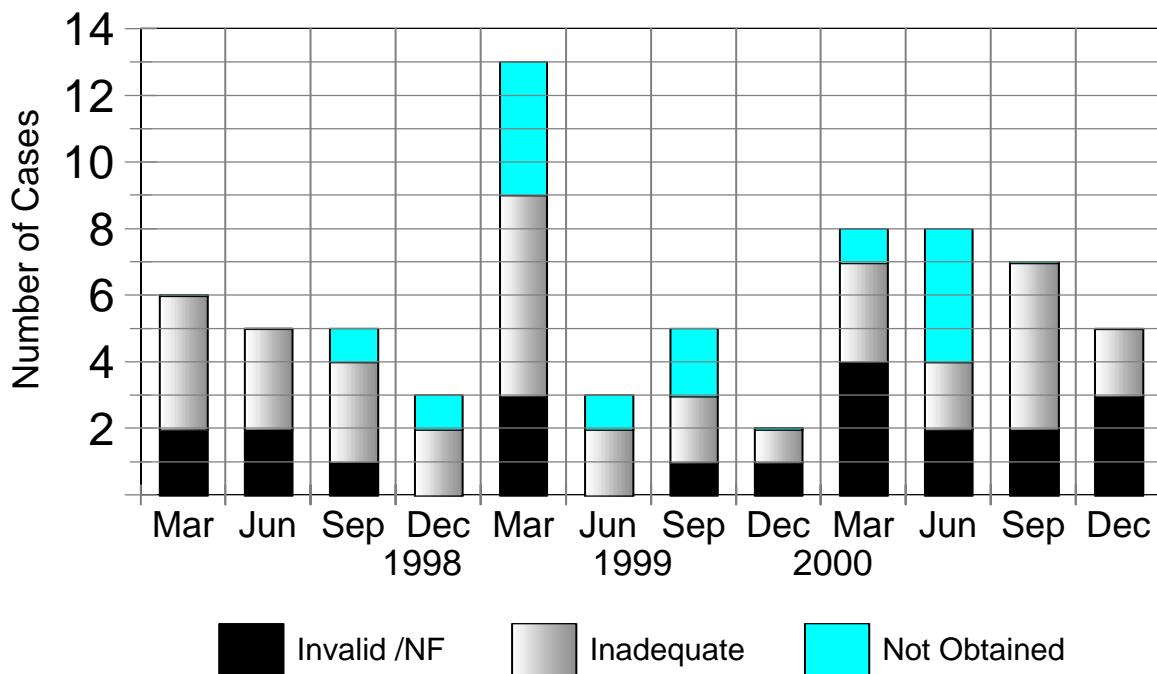
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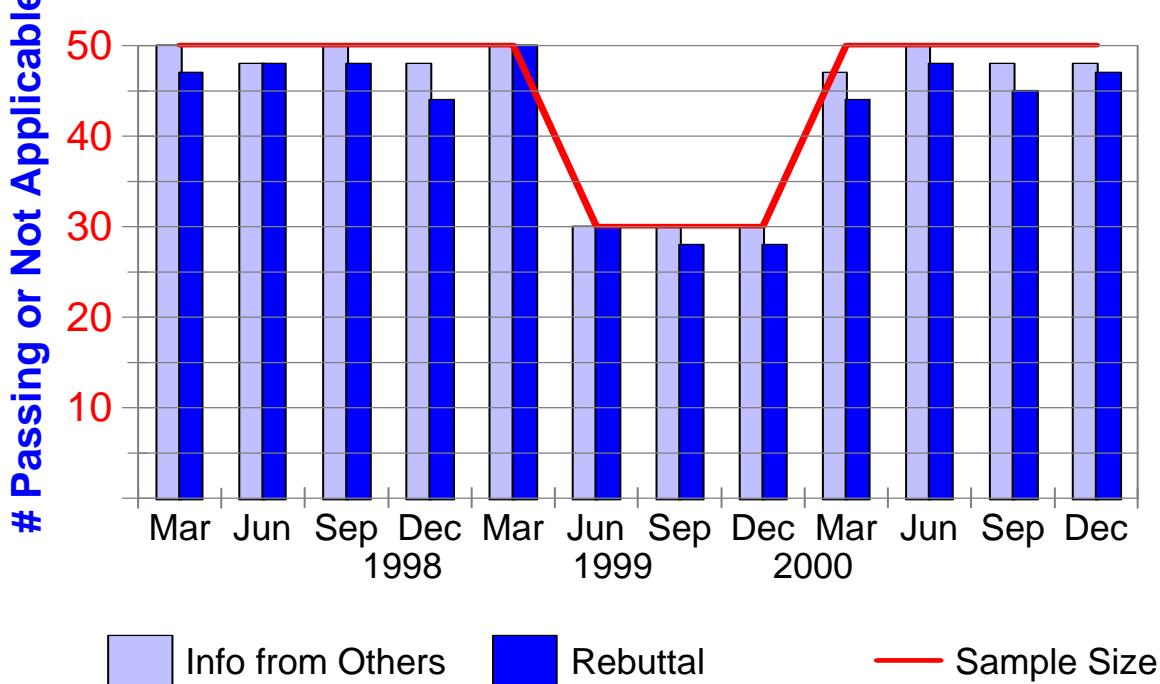
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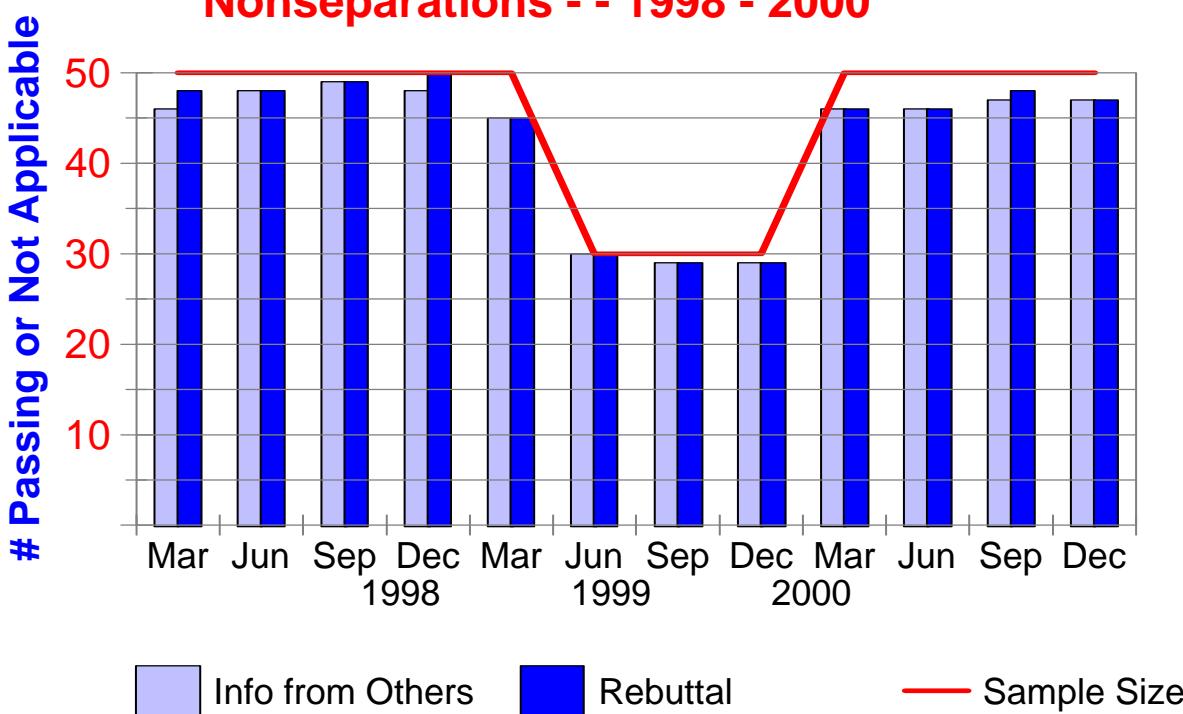
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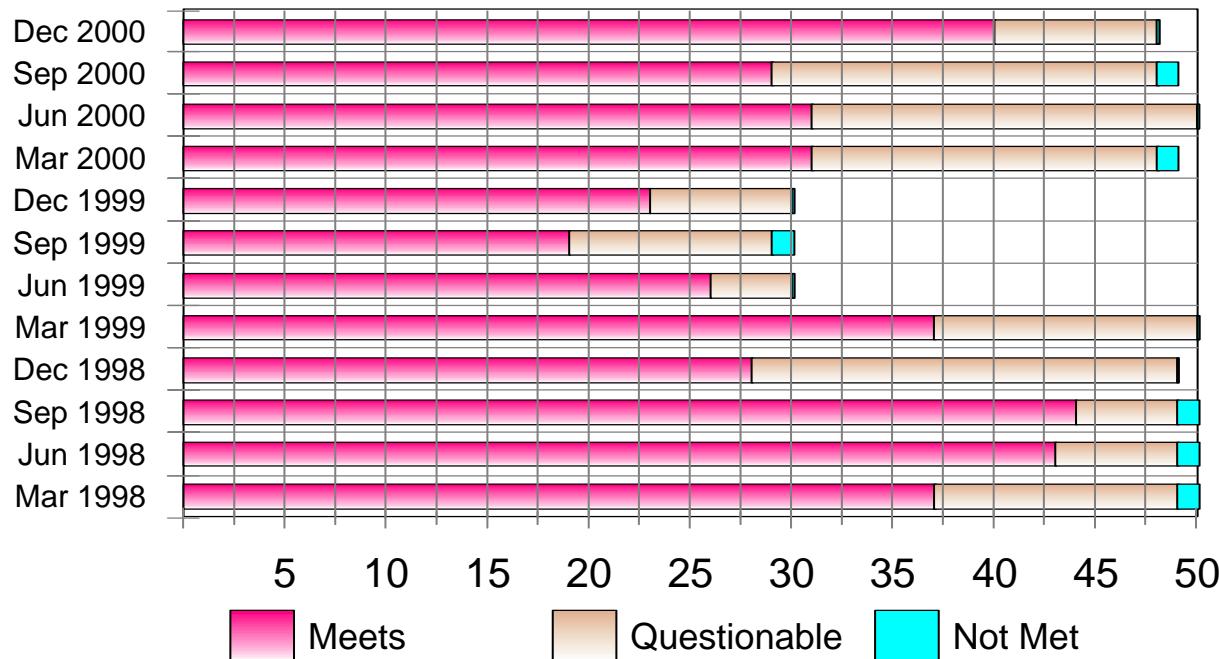
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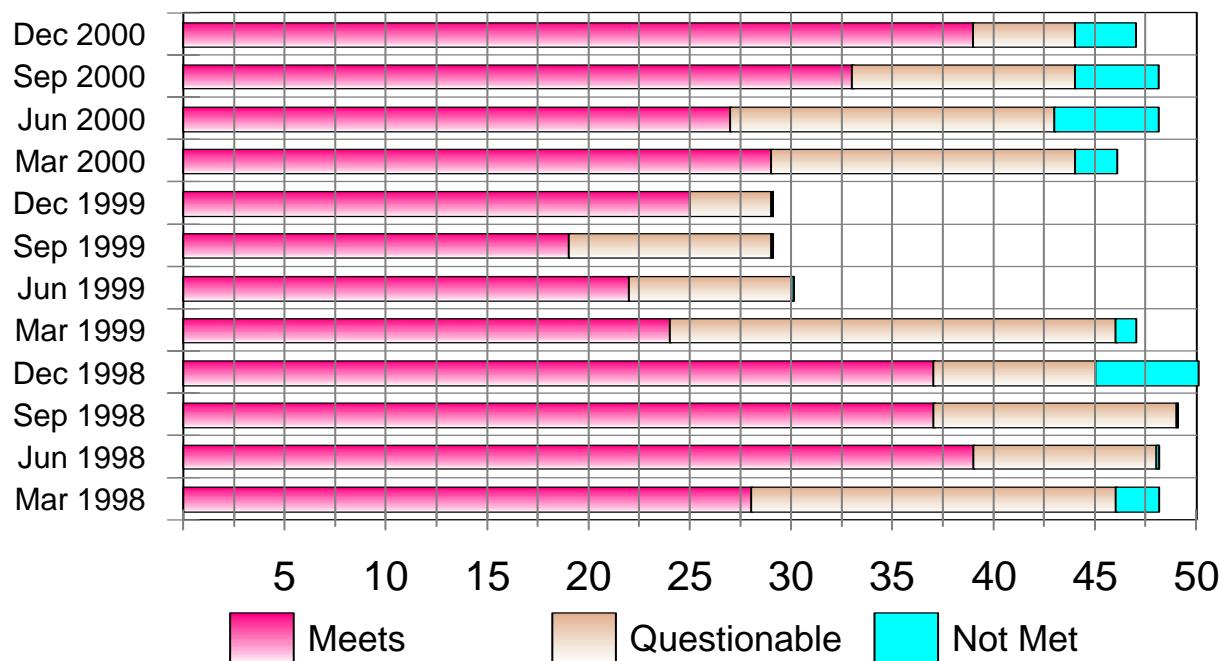
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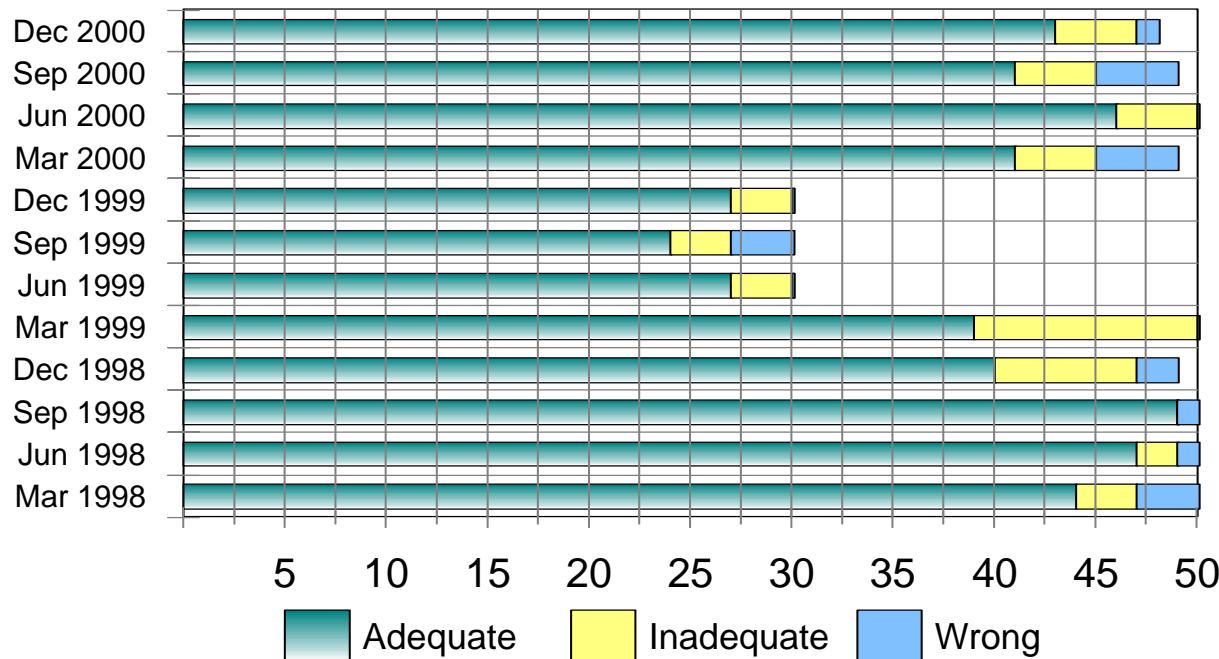
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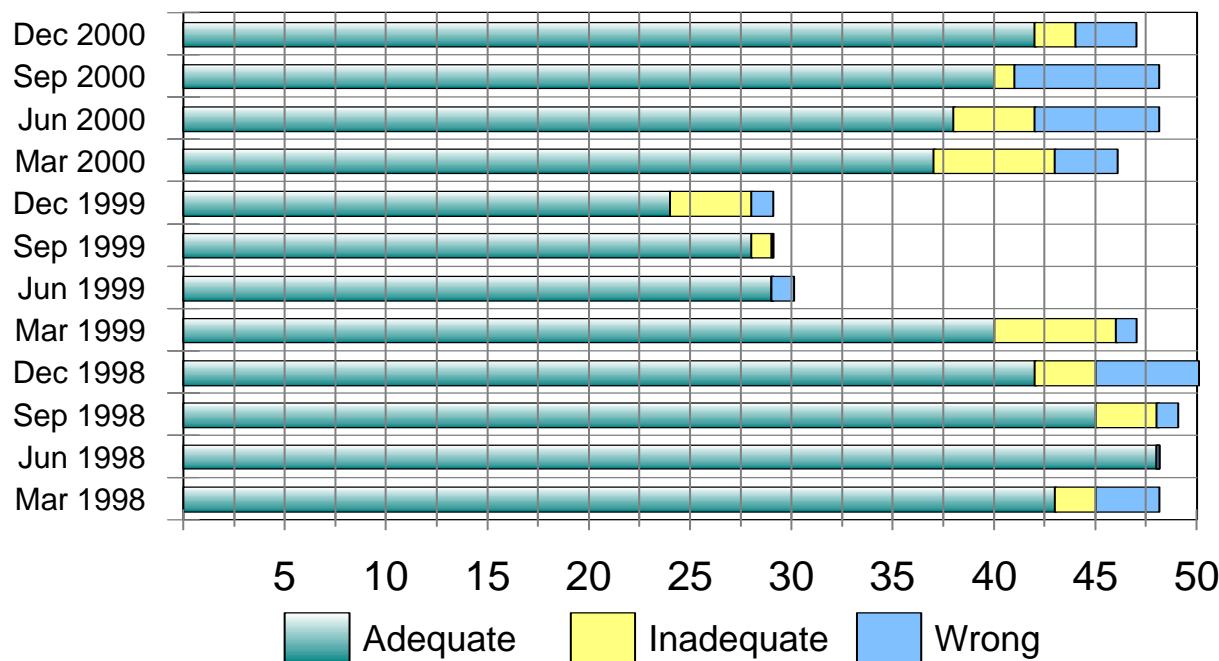
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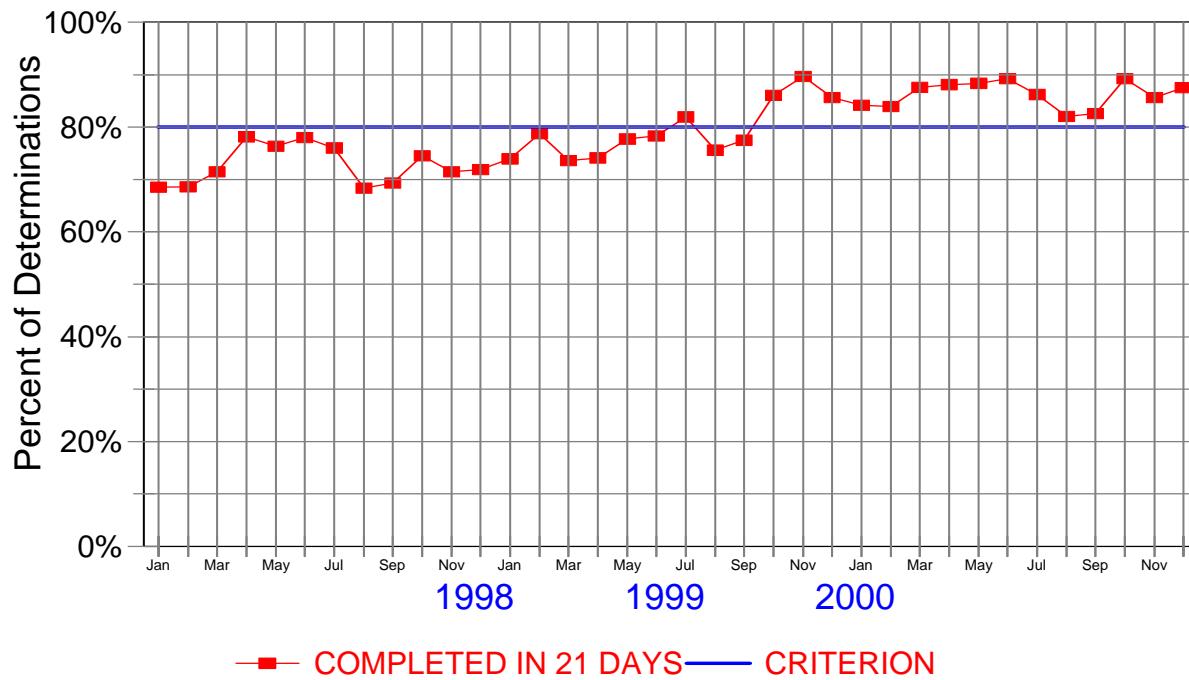
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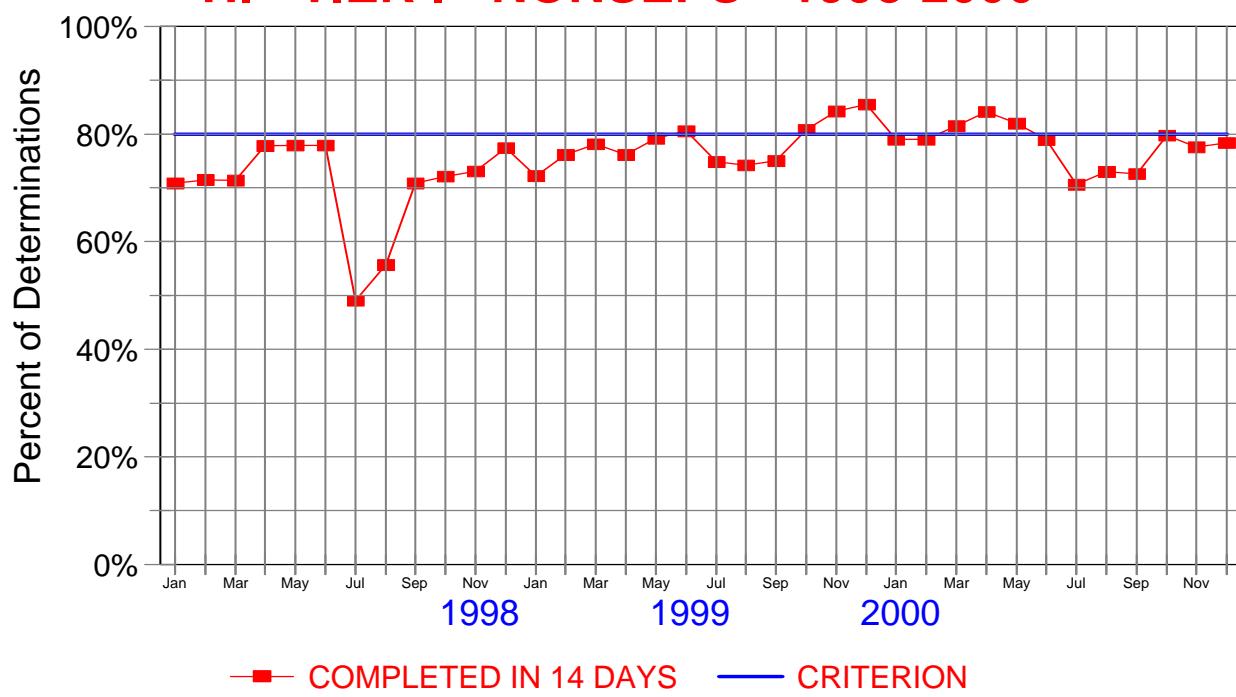
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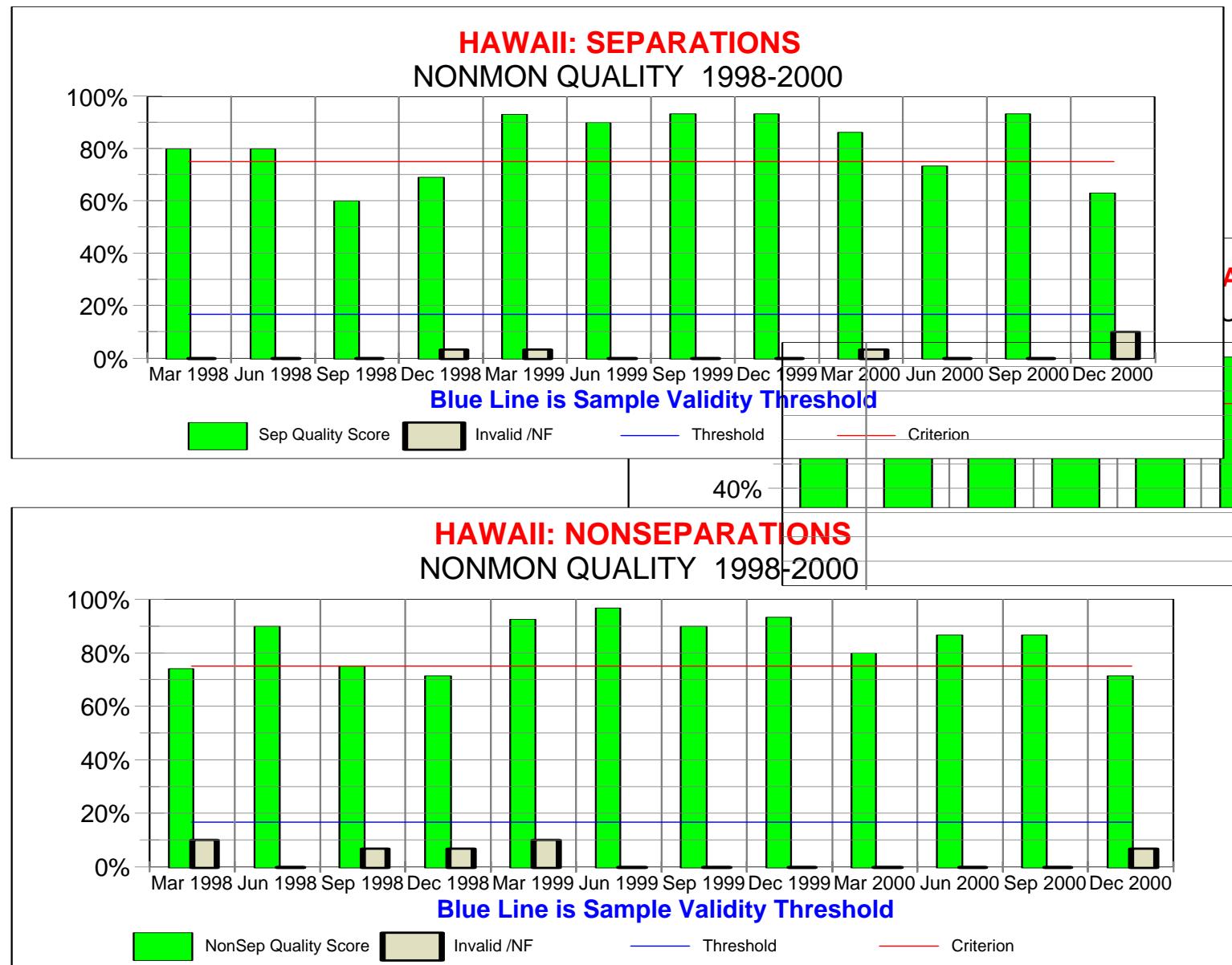


Nonmonetary Determinations Timeliness HI - TIER I - SEPARATIONS - 1998-2000

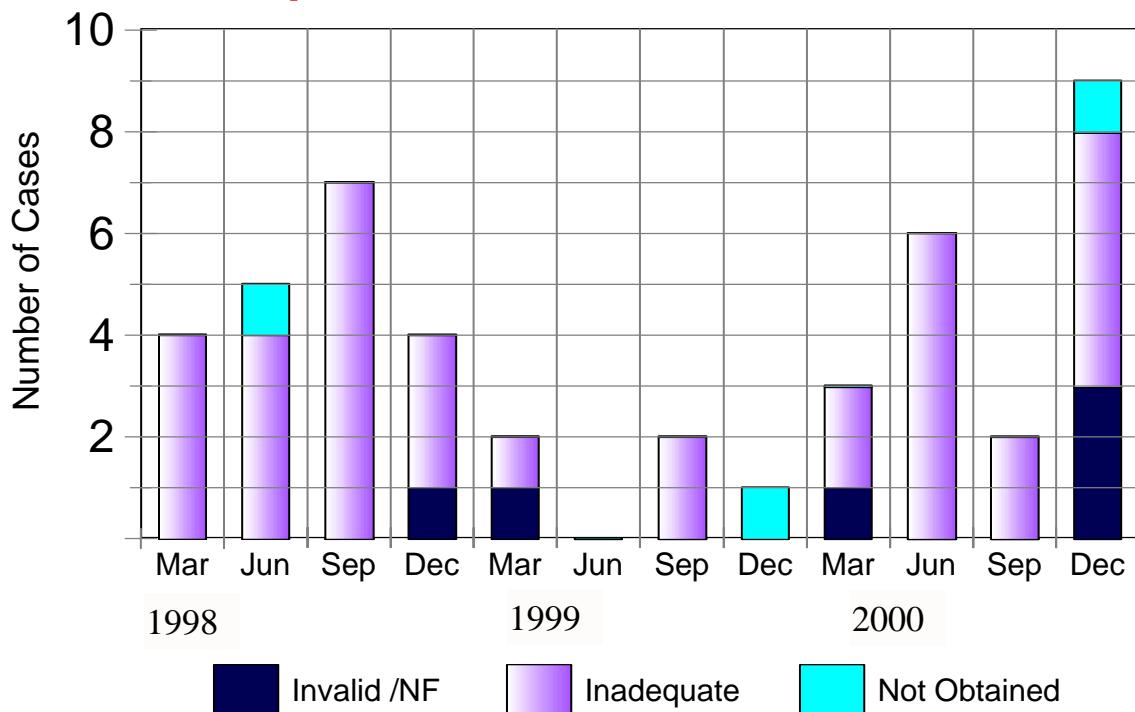


Nonmonetary Determinations Timeliness HI - TIER I - NONSEPS - 1998-2000

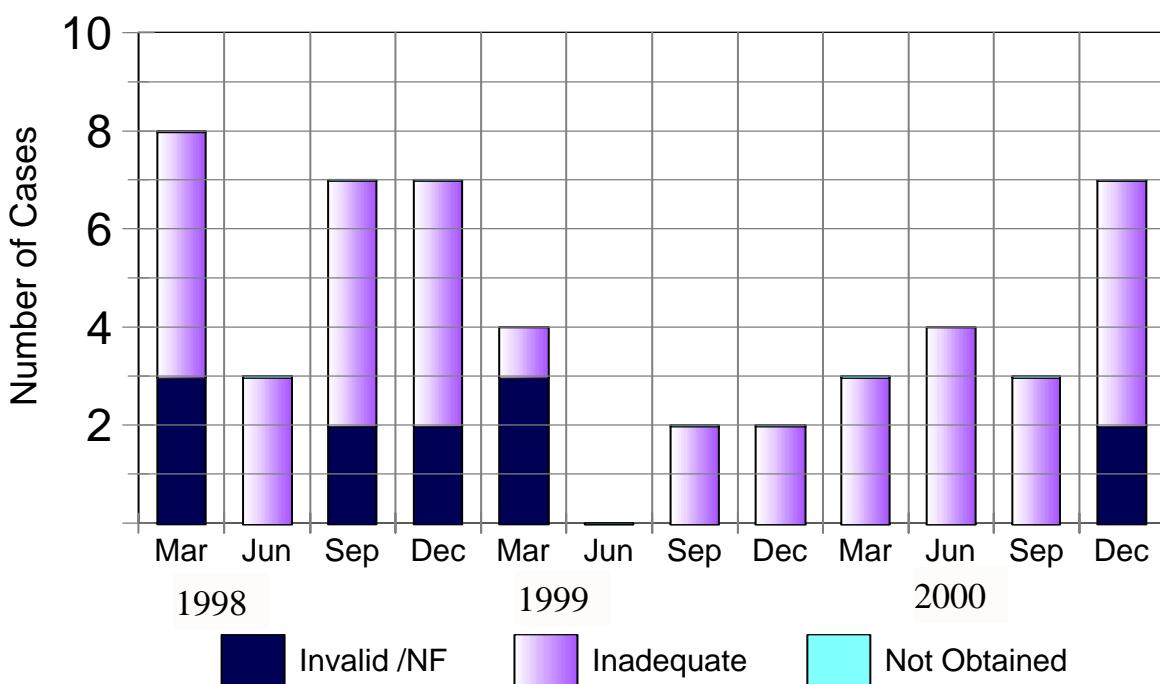




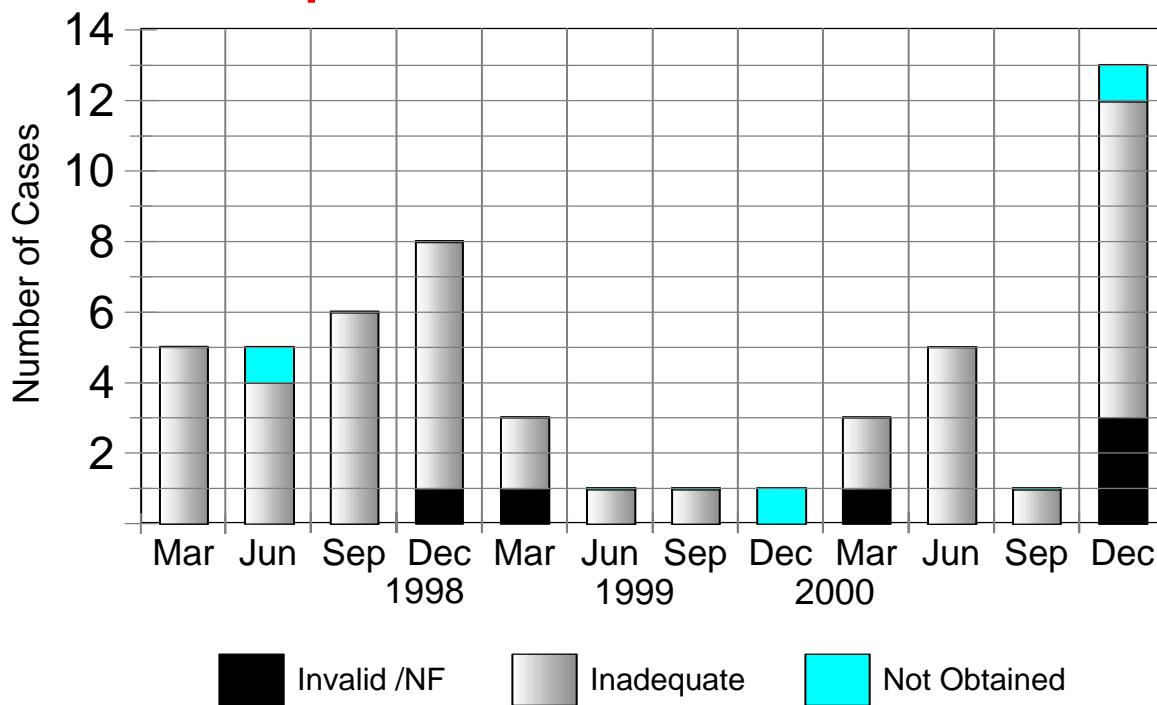
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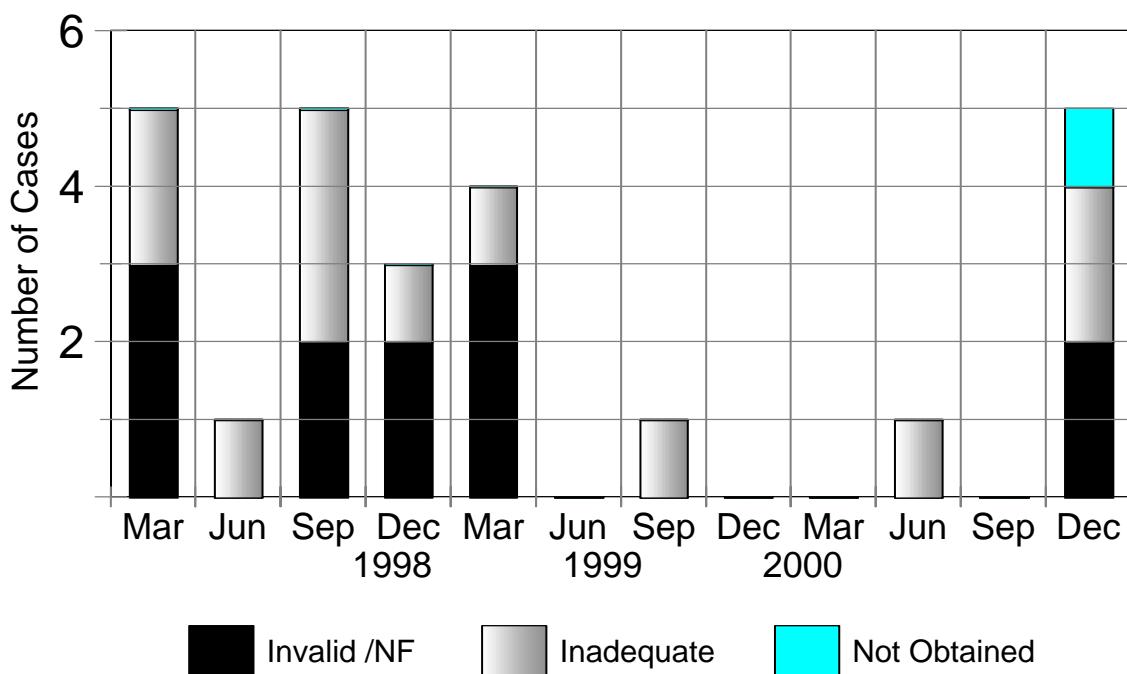
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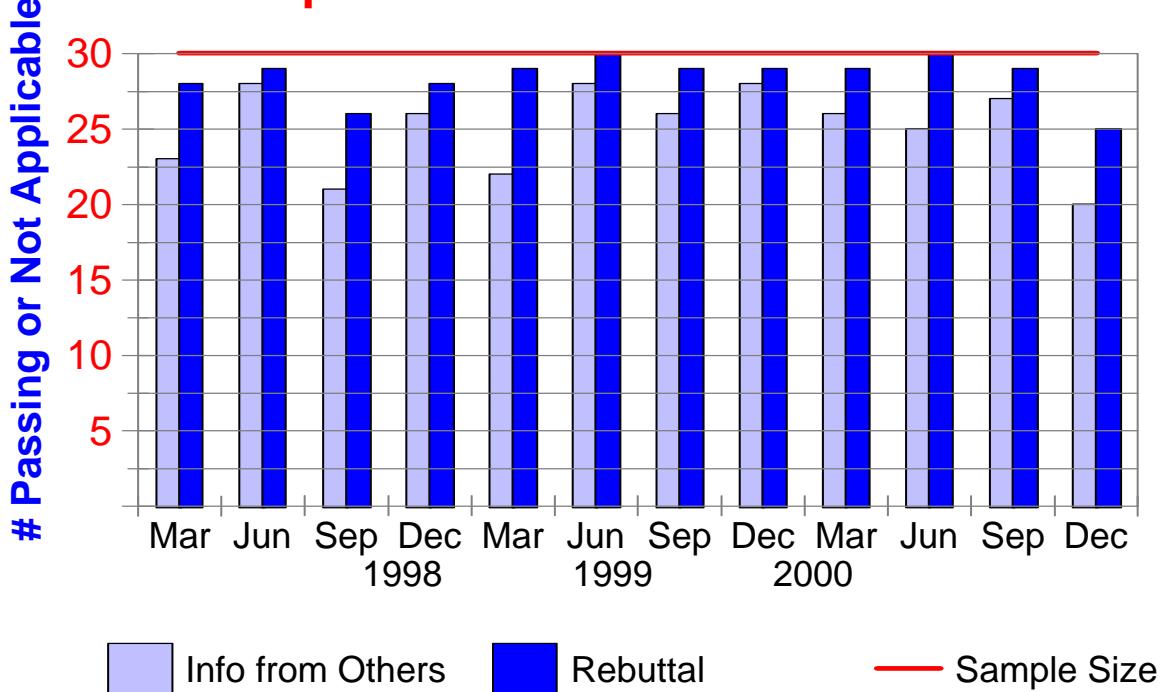


HI - Employer Information Problems Nonseparations - - 1998 - 2000



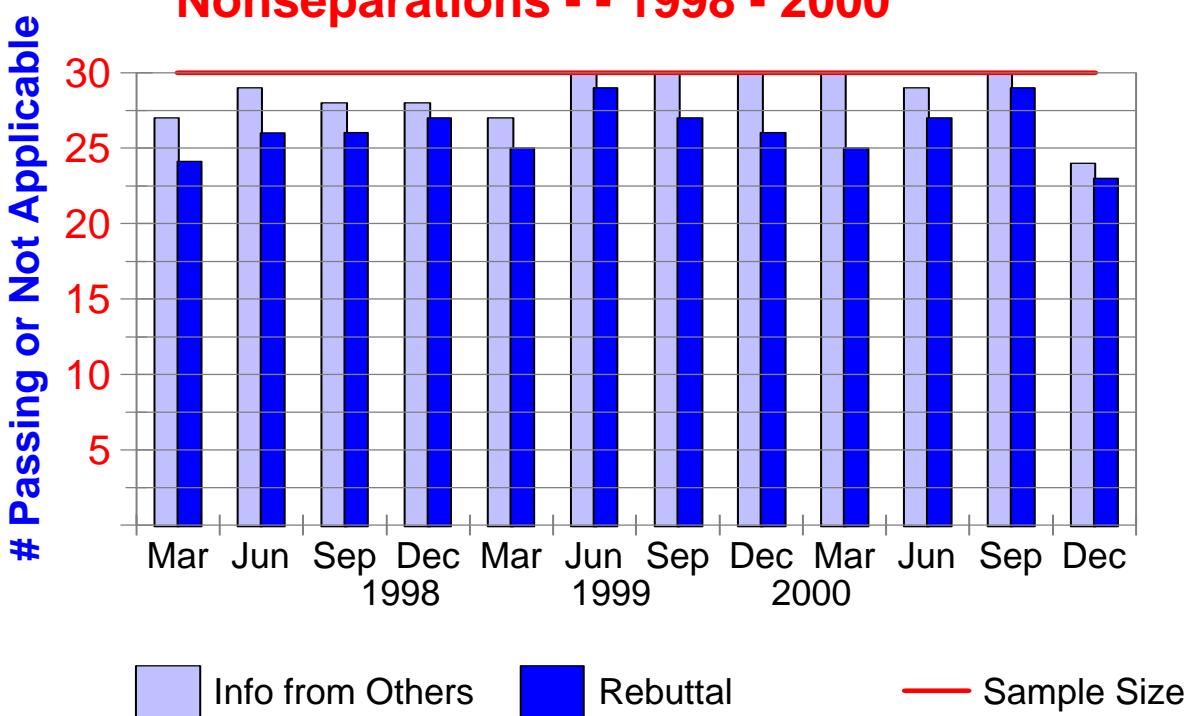
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Separations - - 1998 - 2000

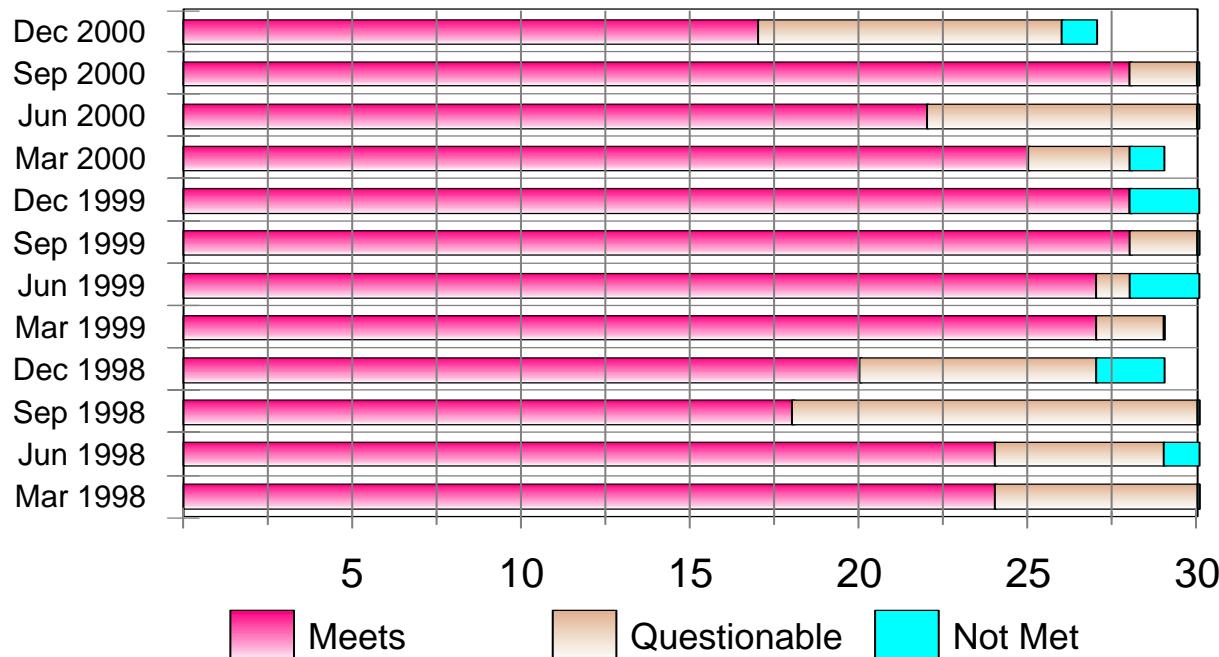


HI- Information from Others & Rebuttal

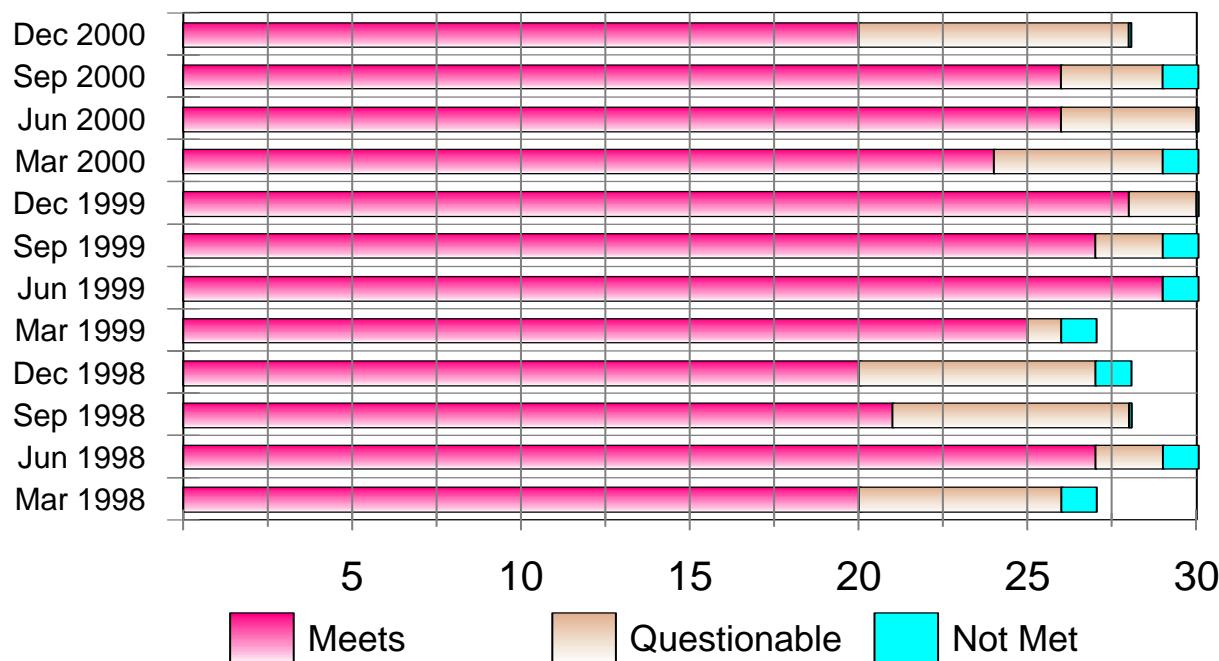
Nonseparations - - 1998 - 2000



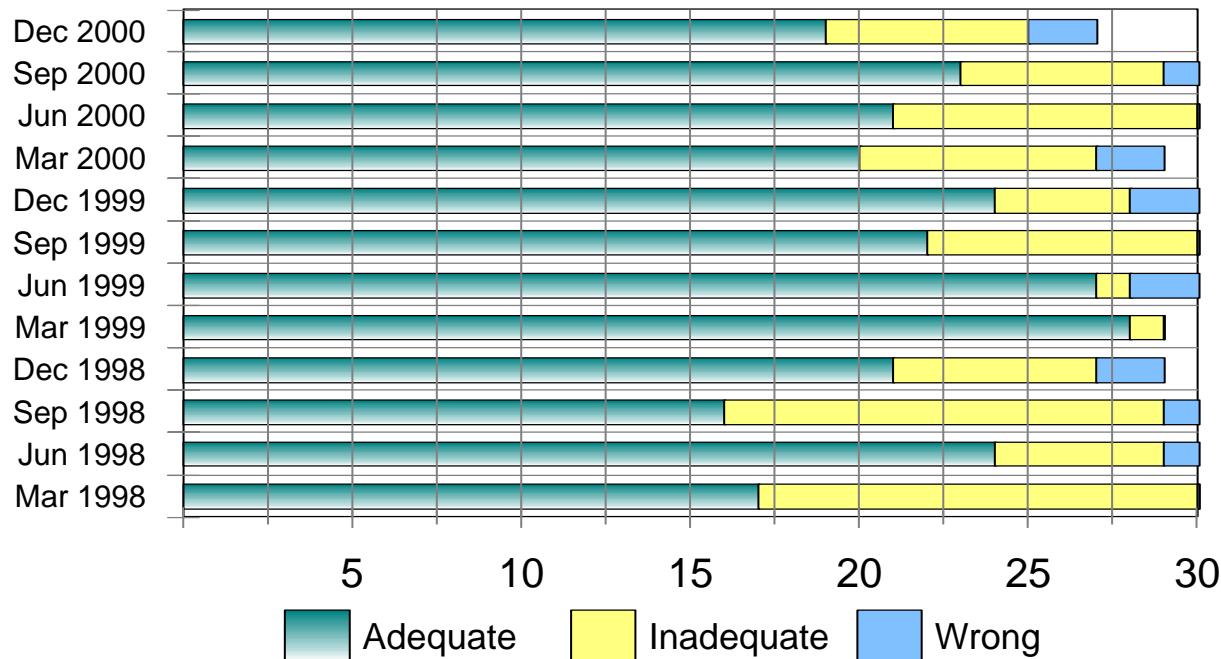
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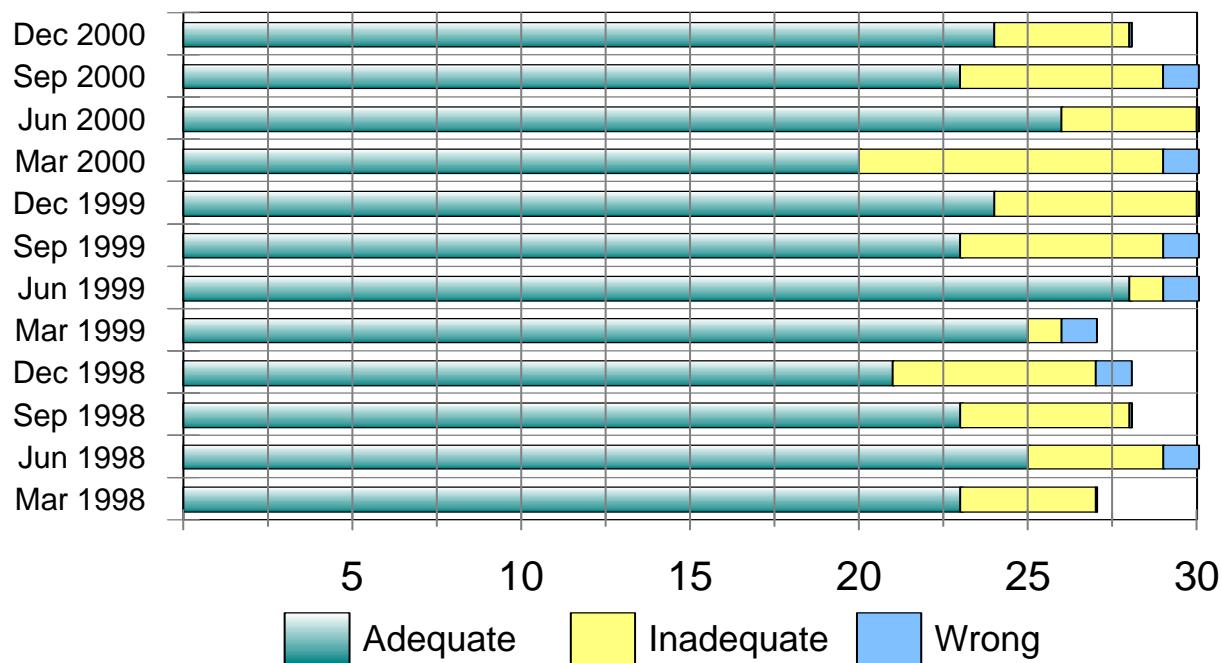
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HI - Written Determination - Results Separations - - 1998 - 2000

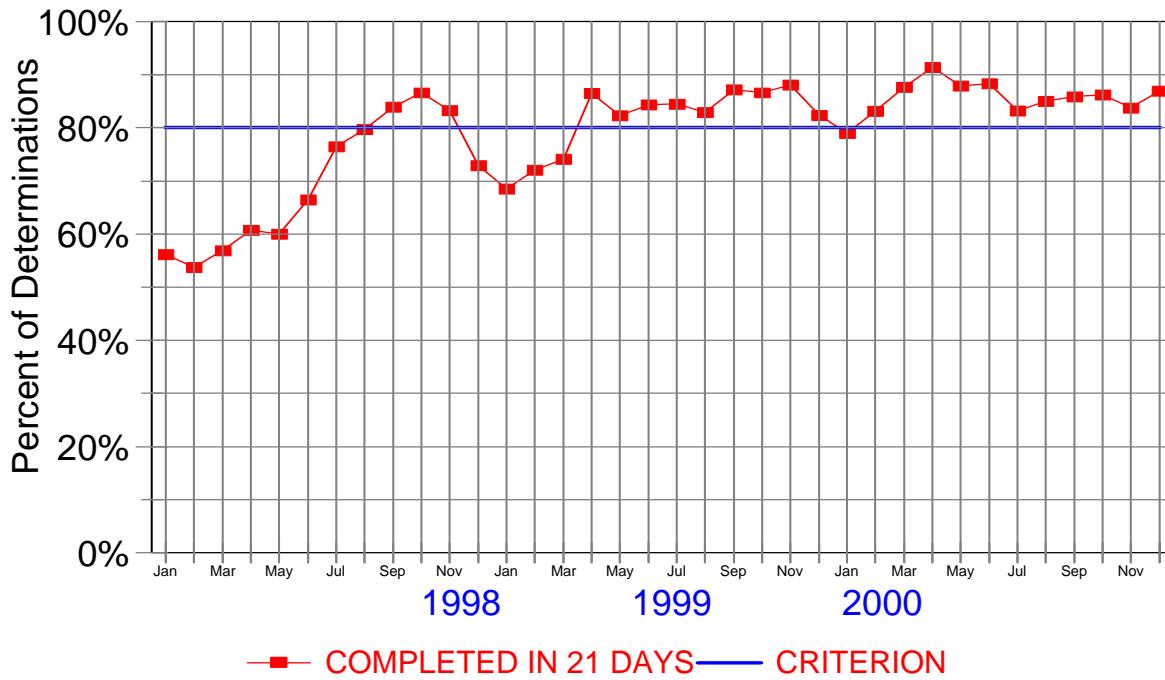


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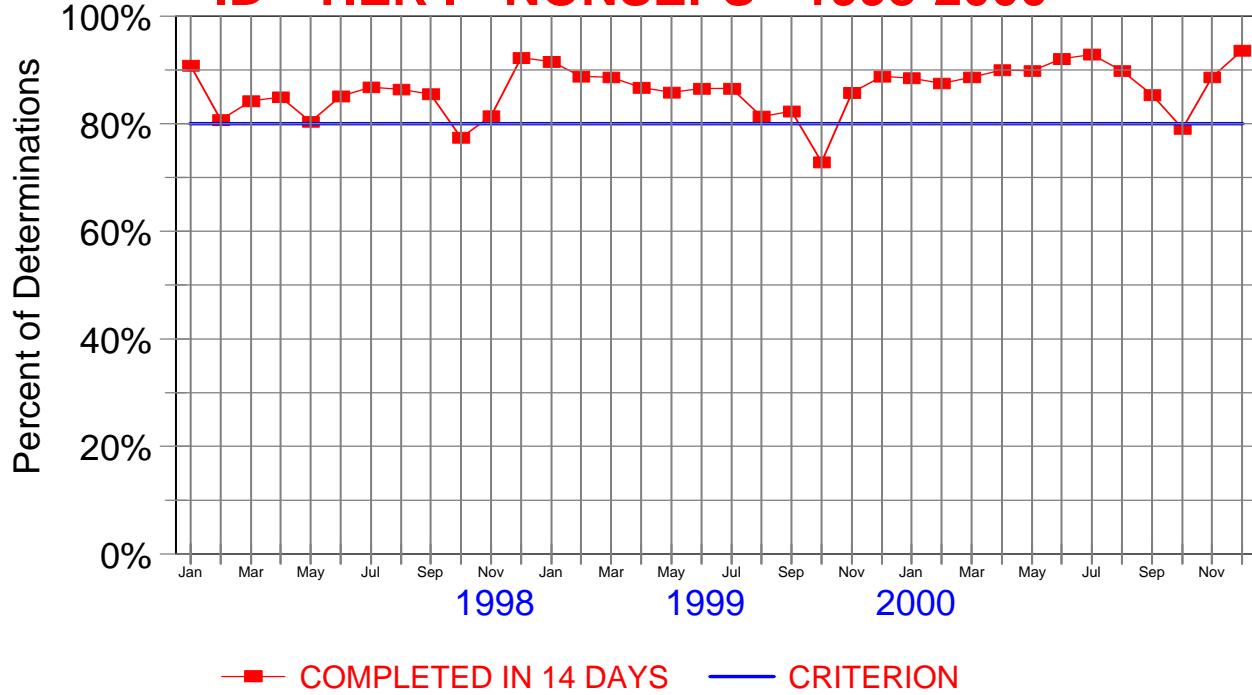


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Nonmonetary Determinations Timeliness ID - TIER I - SEPARATIONS - 1998-2000



Nonmonetary Determinations Timeliness ID - TIER I - NONSEPS - 1998-2000

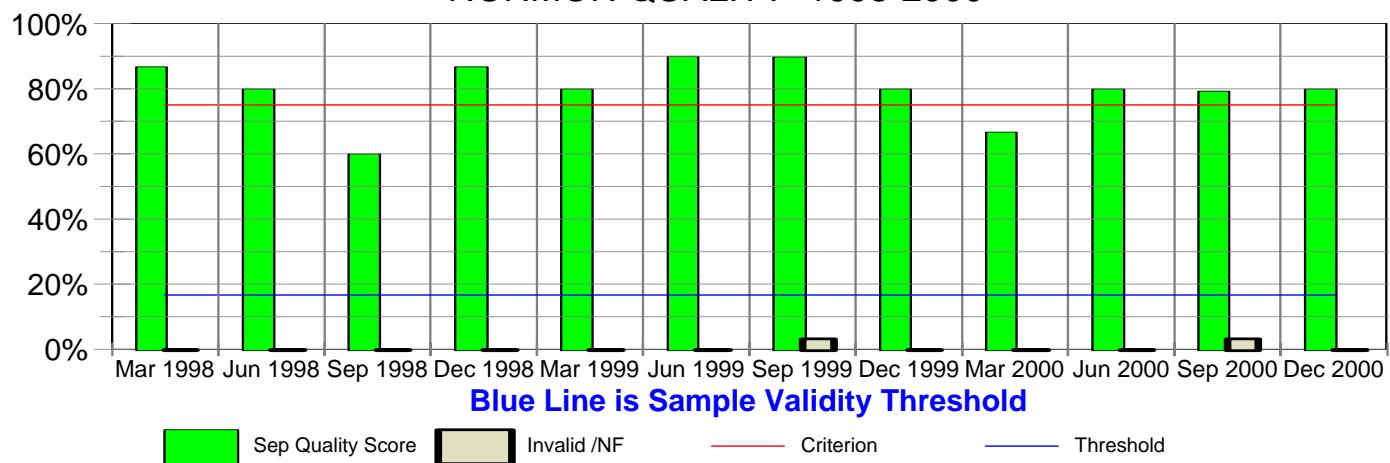


A Look at Nonmonetary Performance and Quality
HAWAII

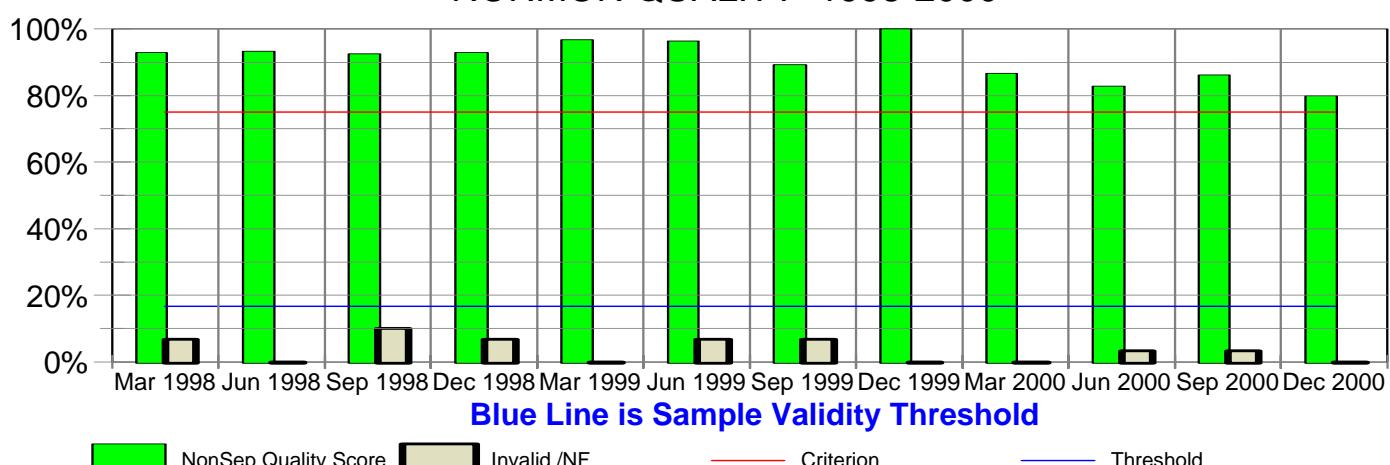
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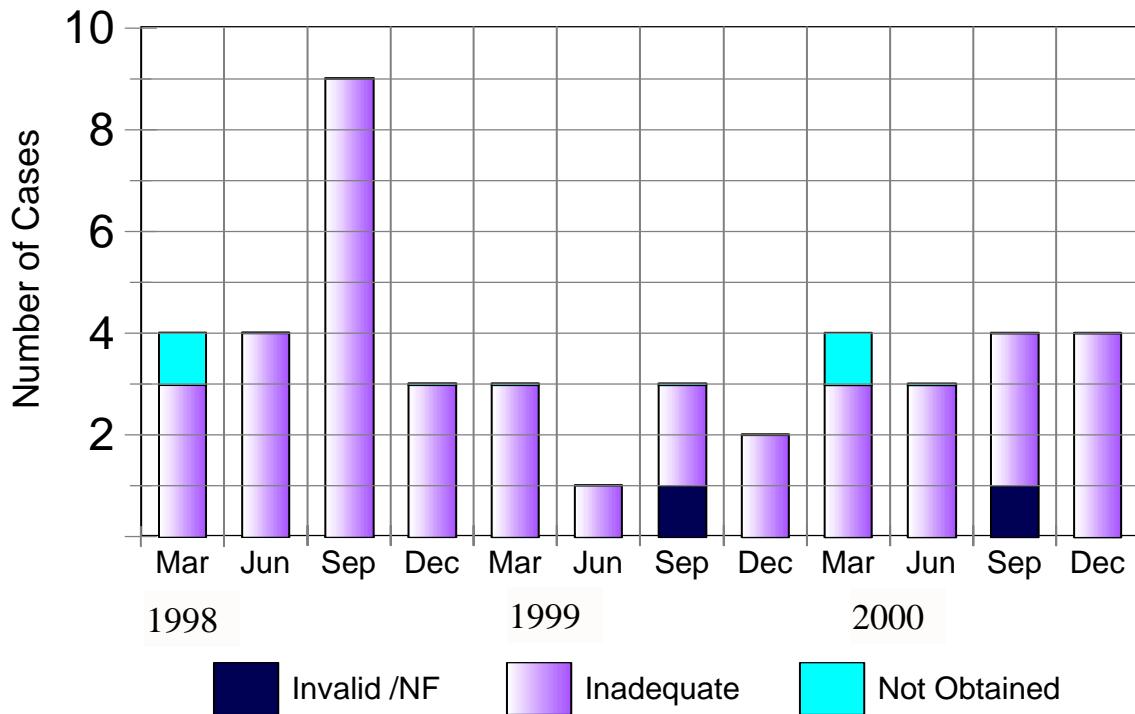
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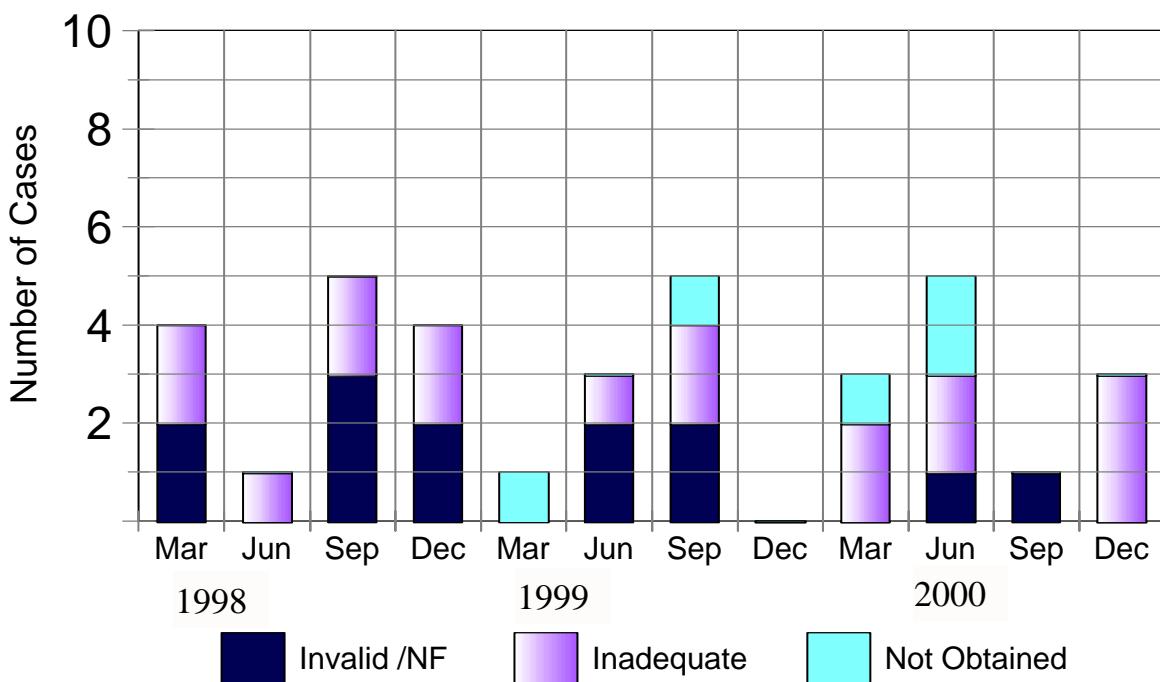
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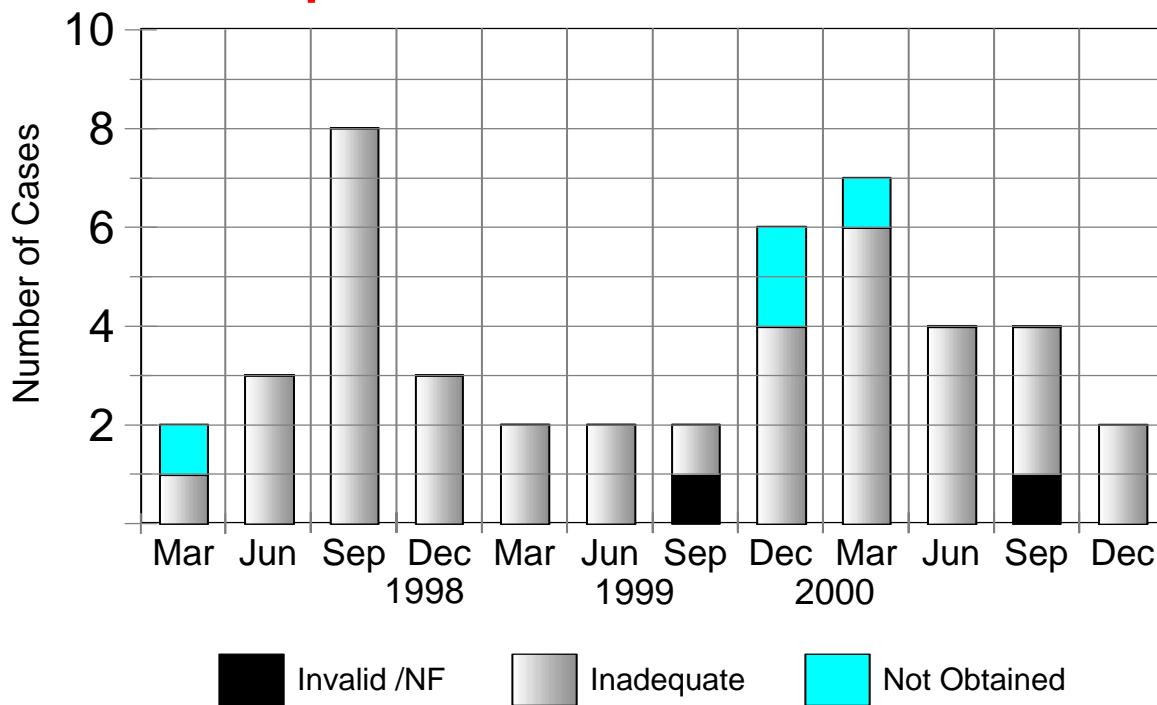
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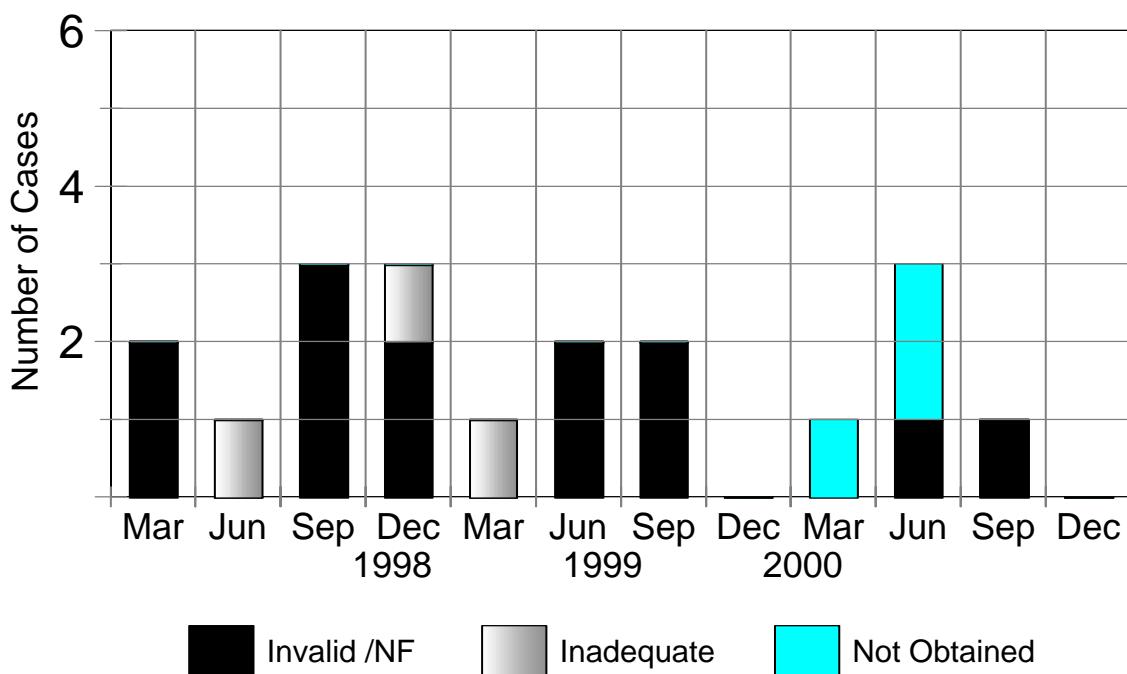
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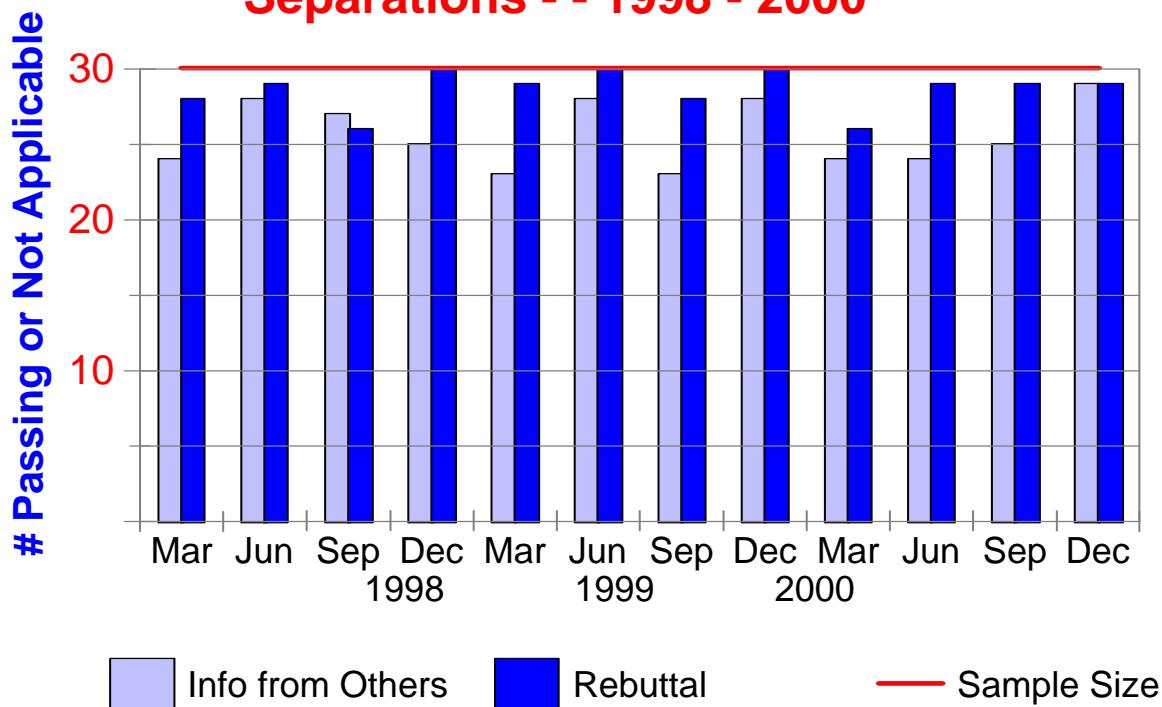


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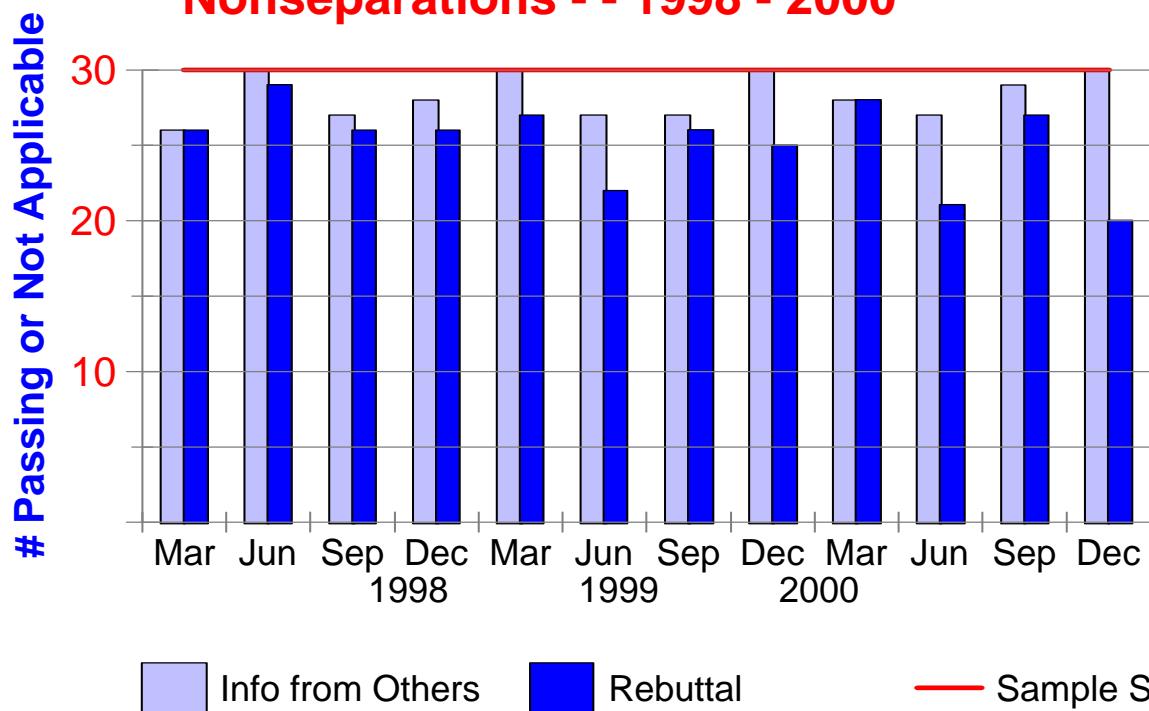
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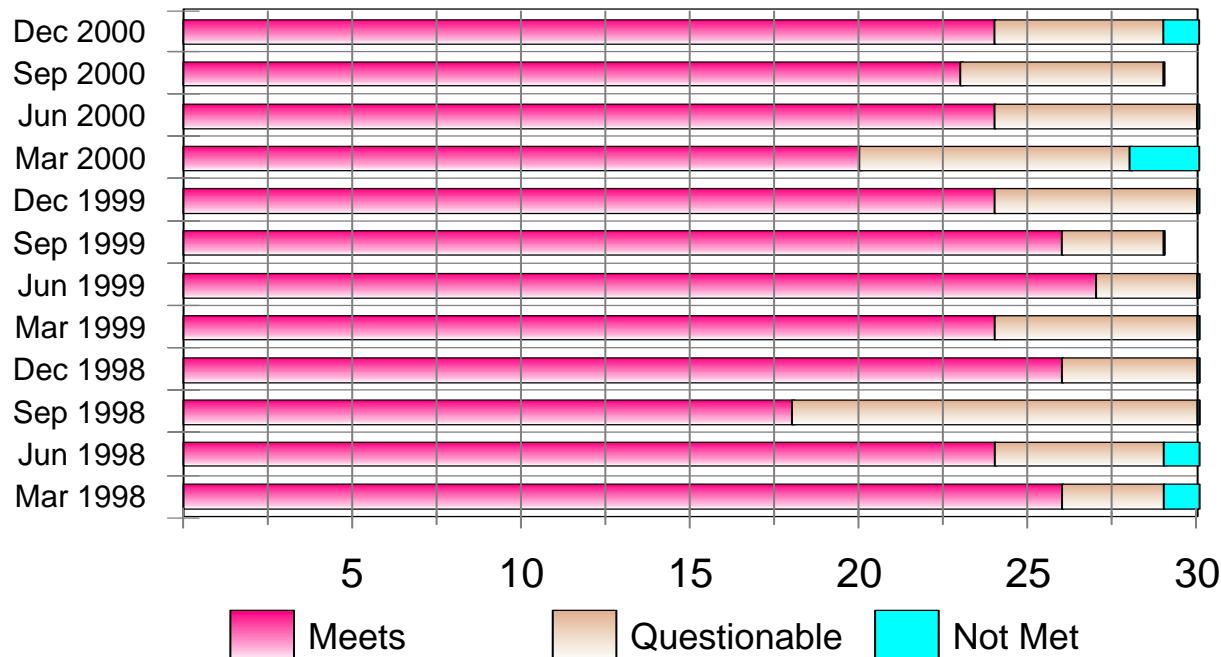


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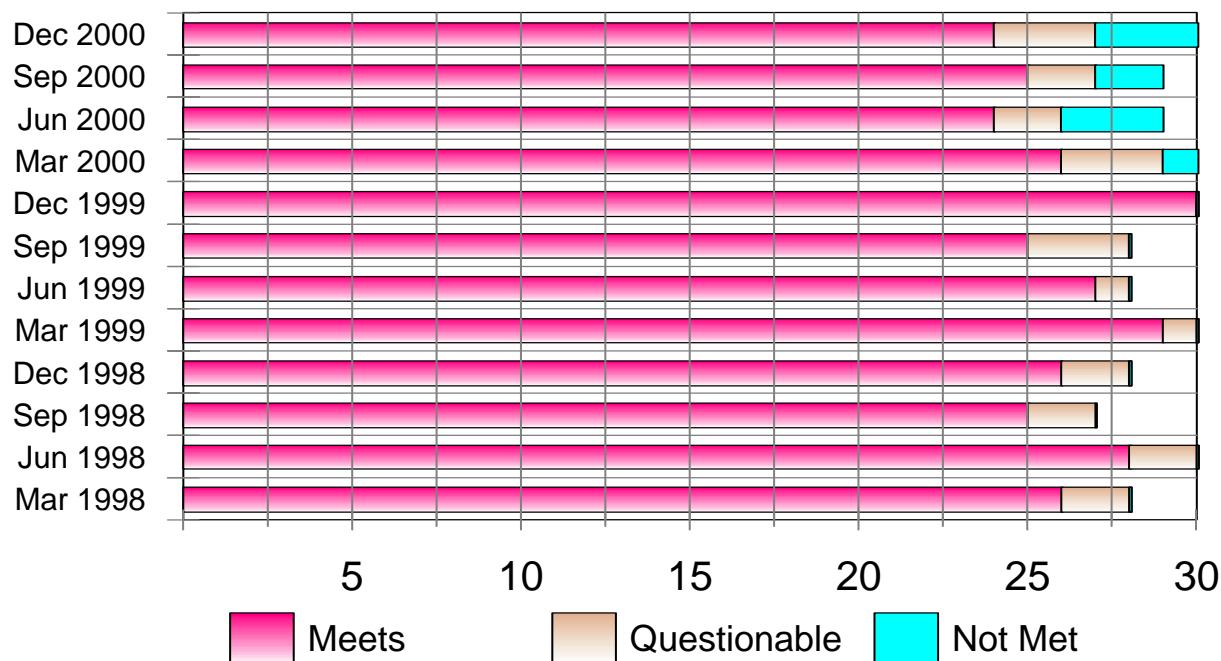
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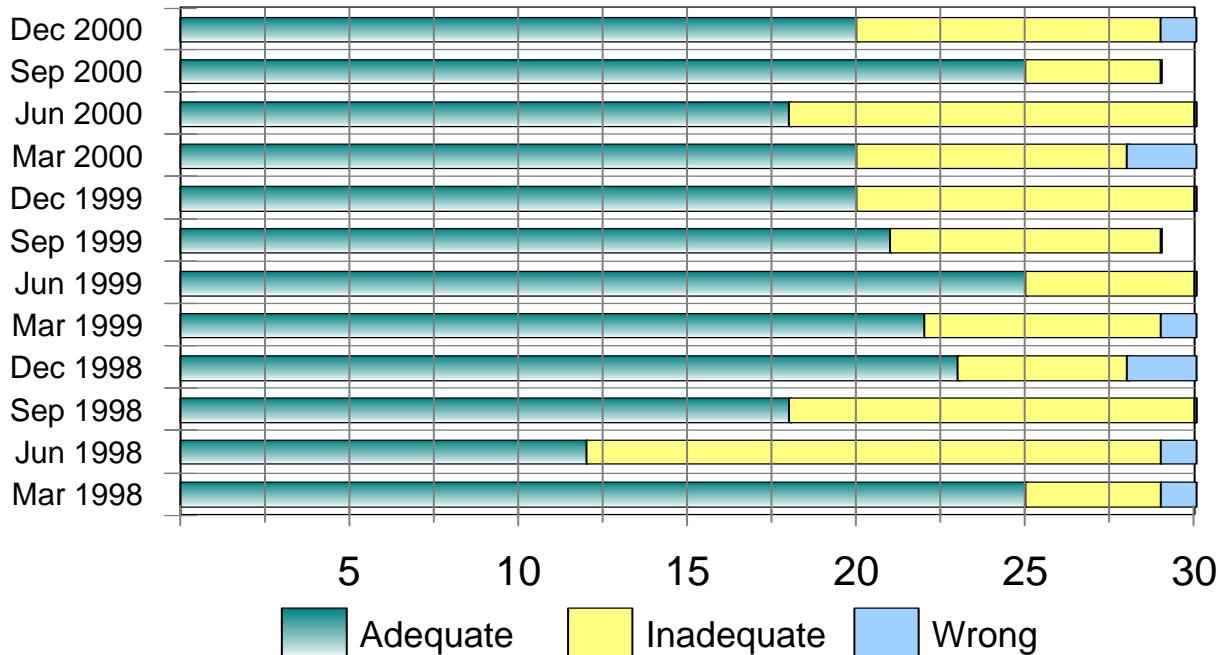
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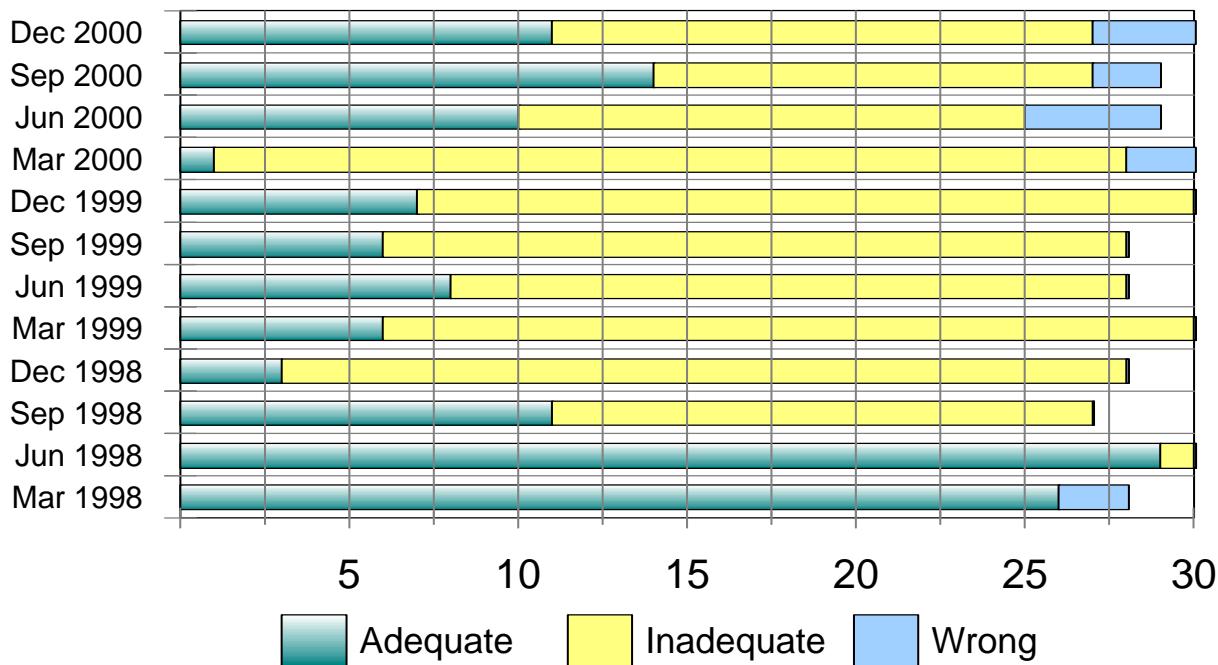
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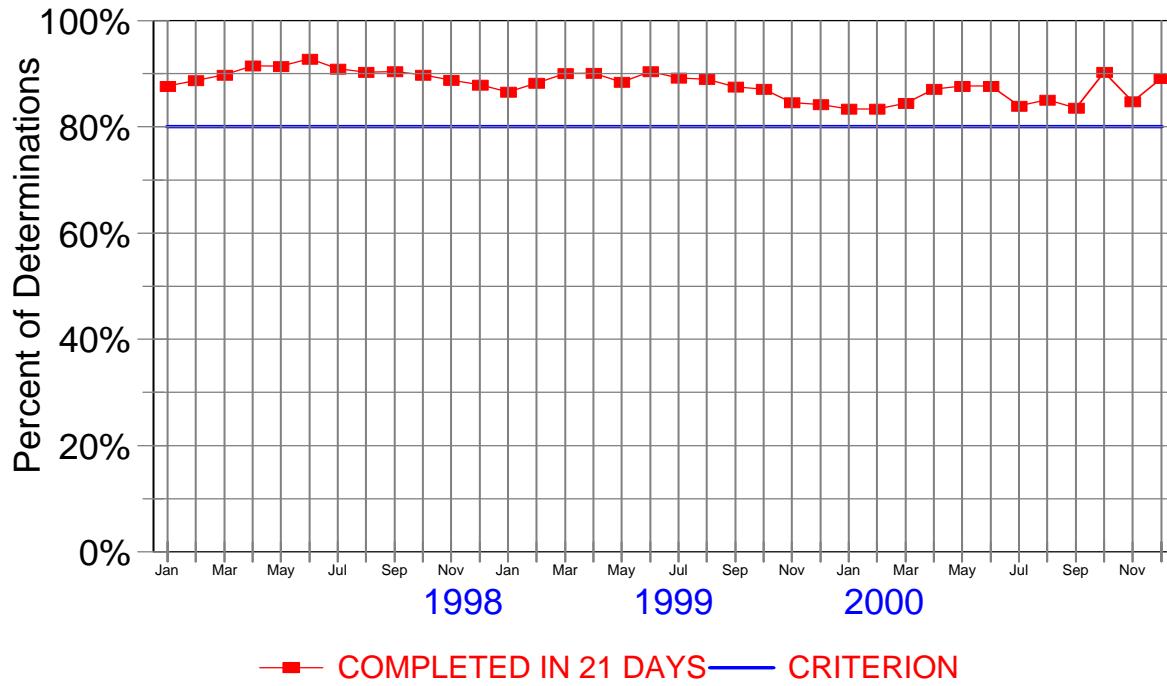


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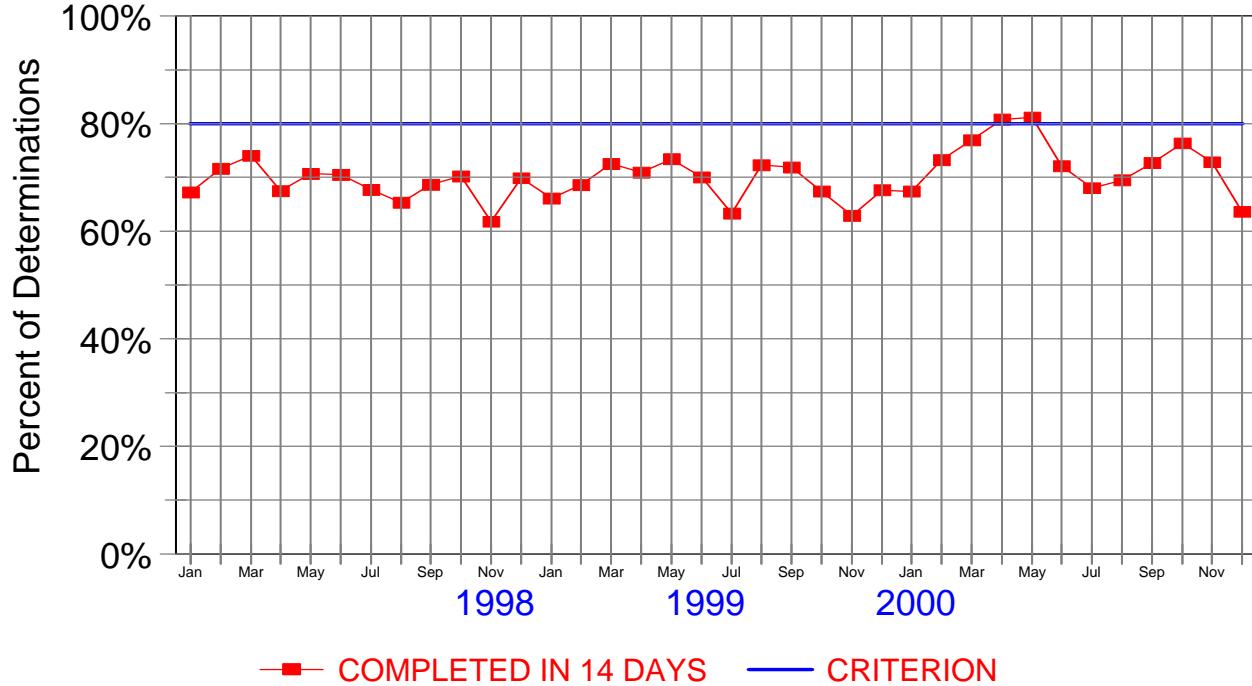


ILLINOIS

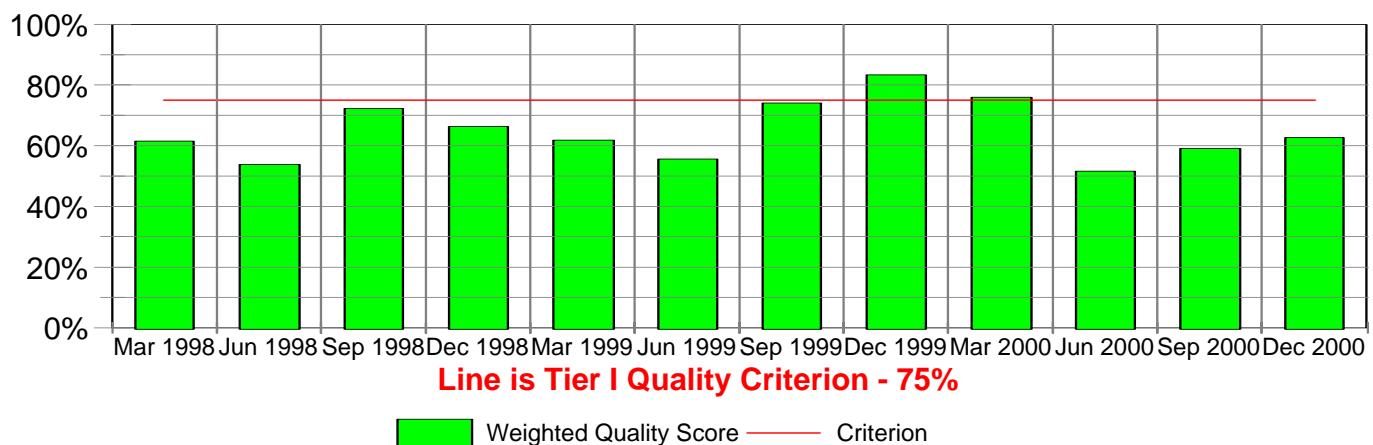
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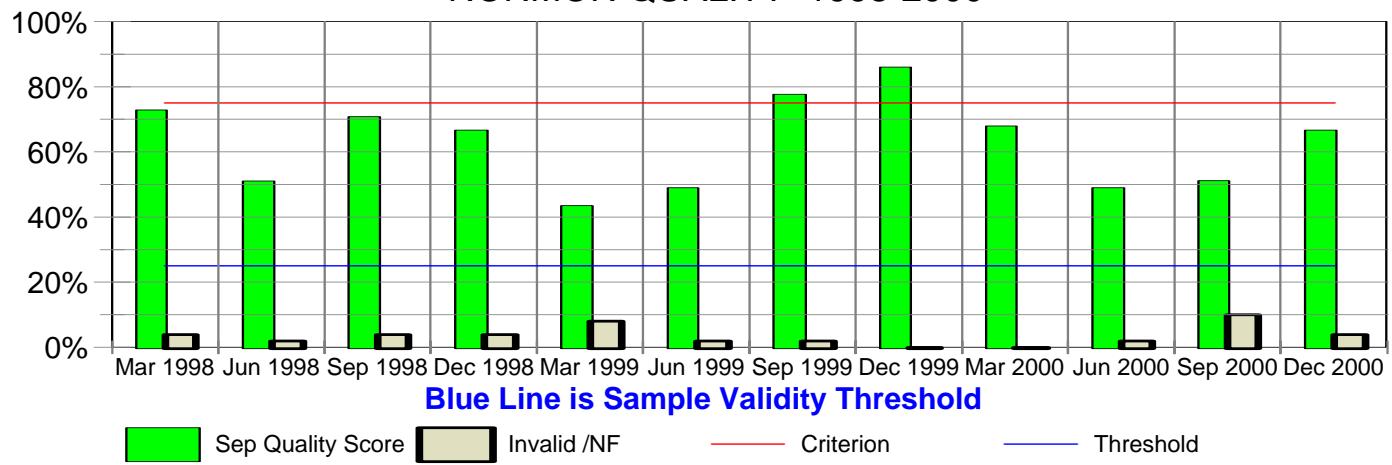
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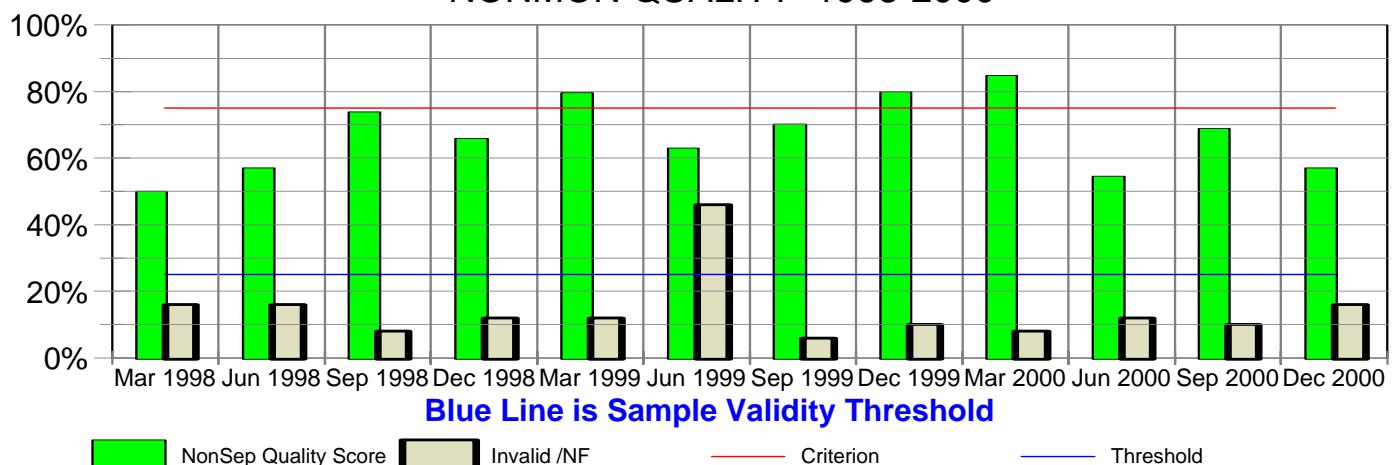
ILLINOIS NONMON QUALITY 1998-2000



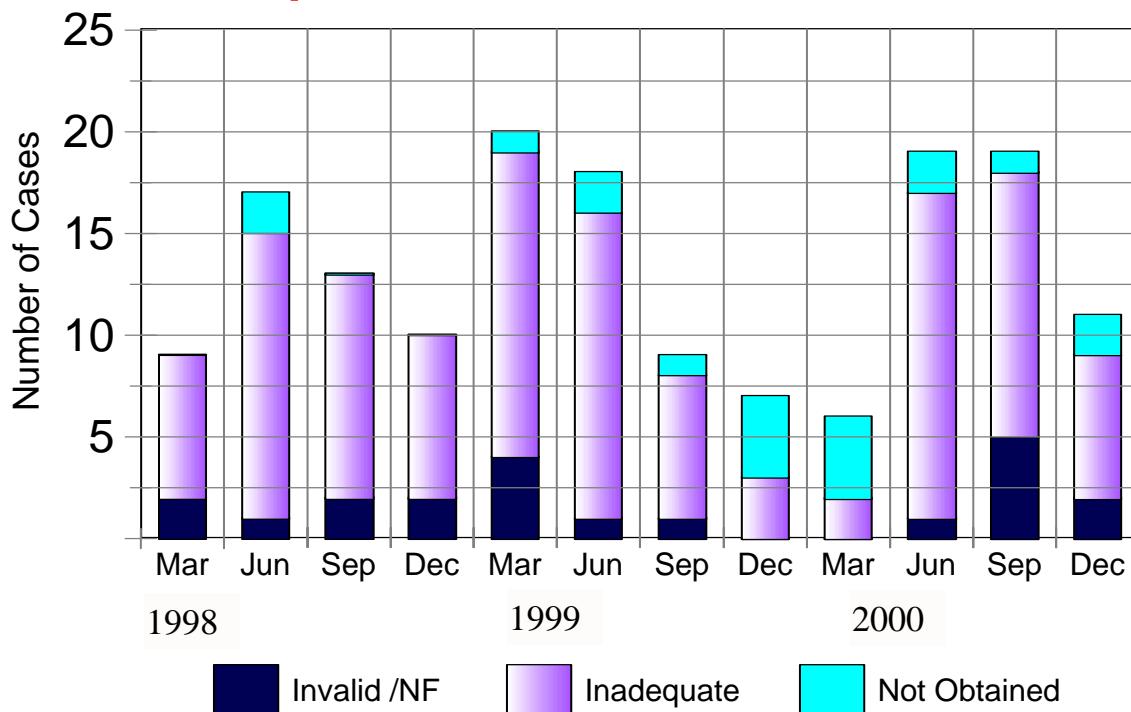
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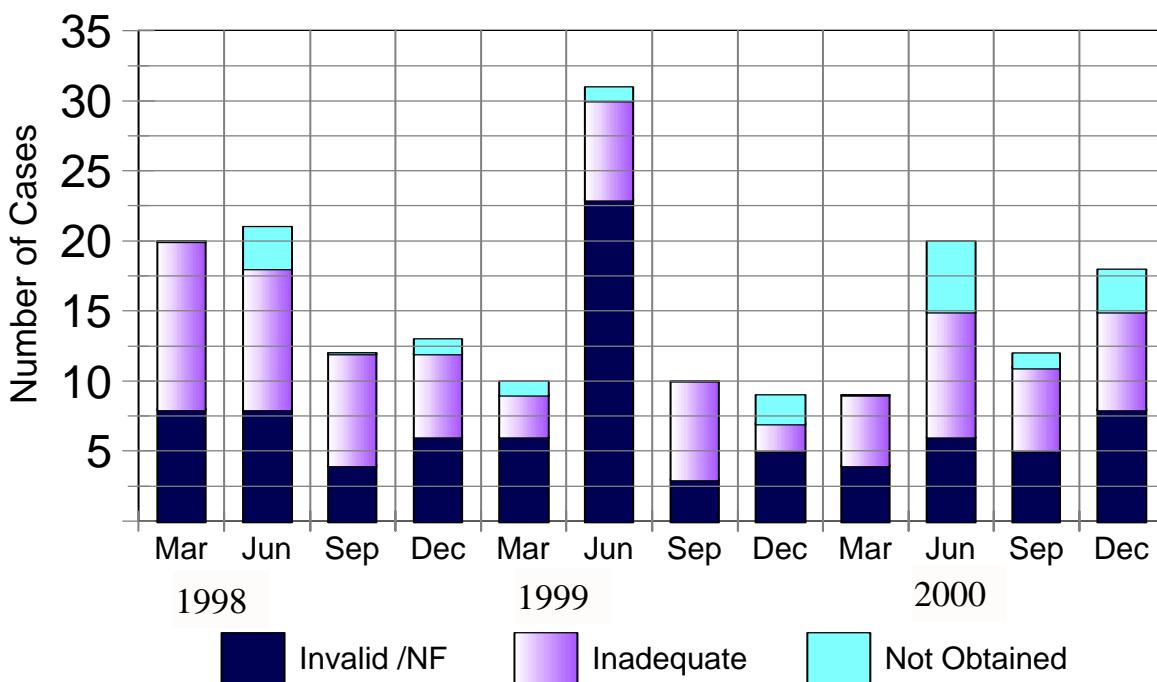
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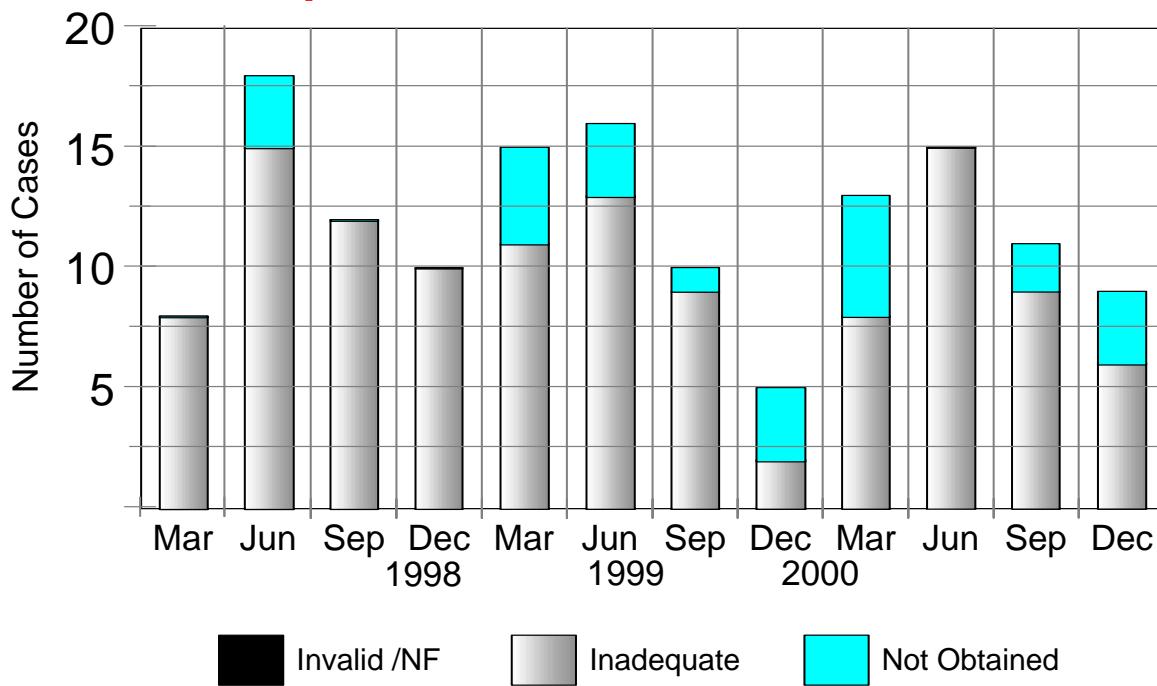
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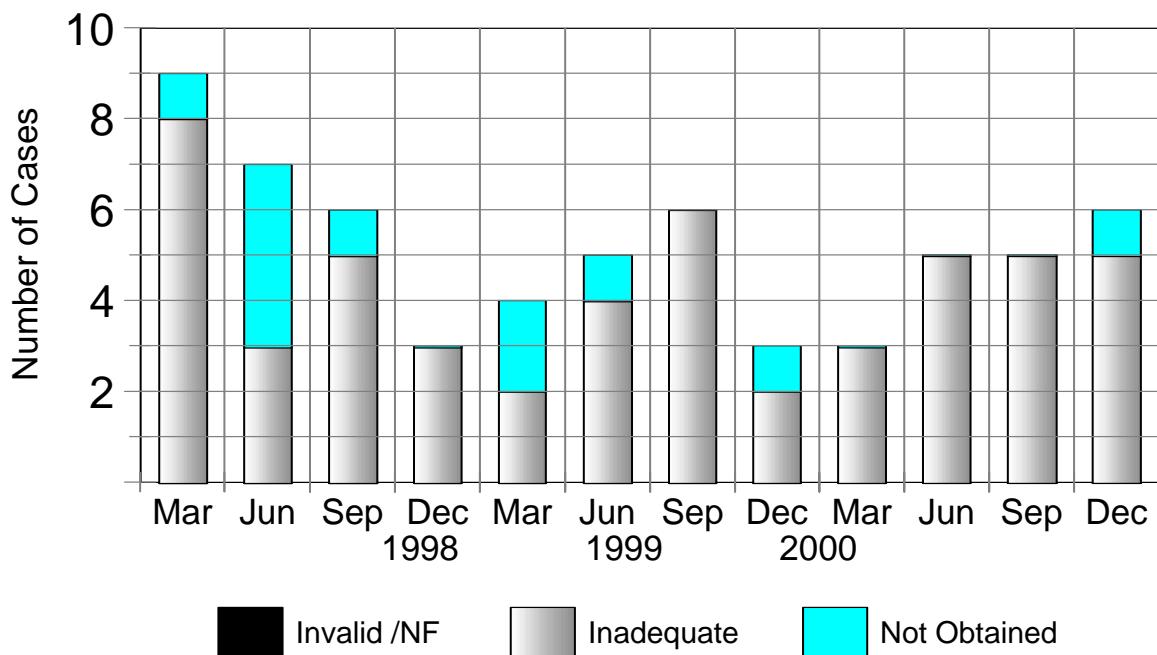
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IL - Employer Information Problems Separations - 1998 - 2000

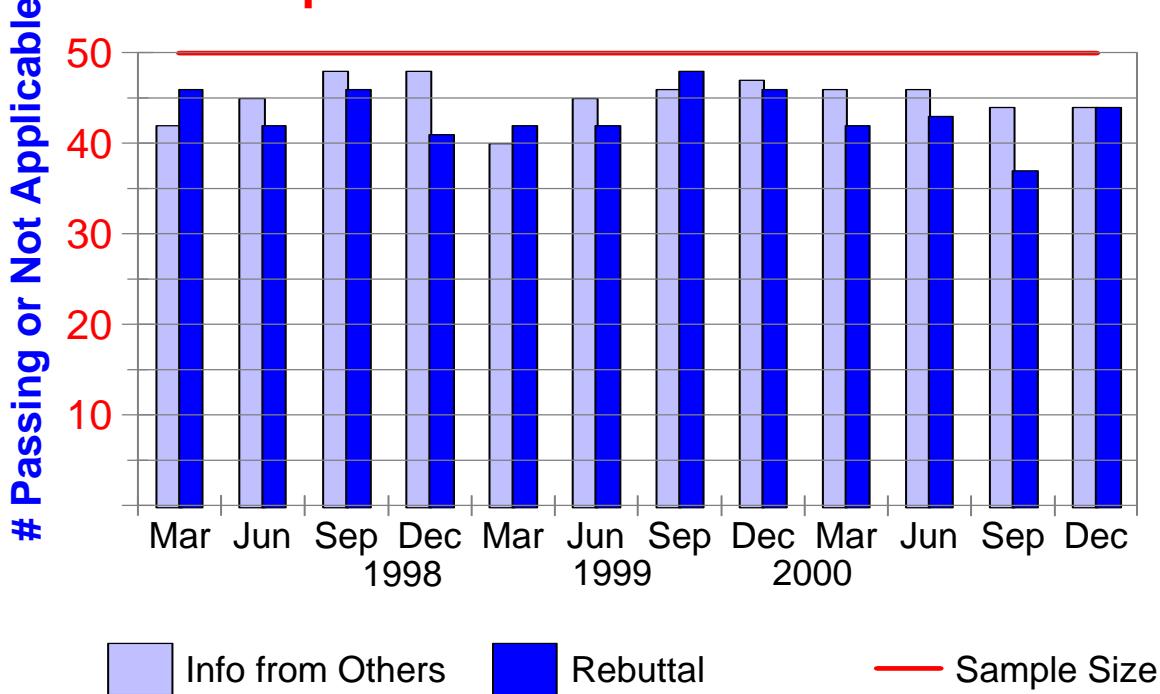


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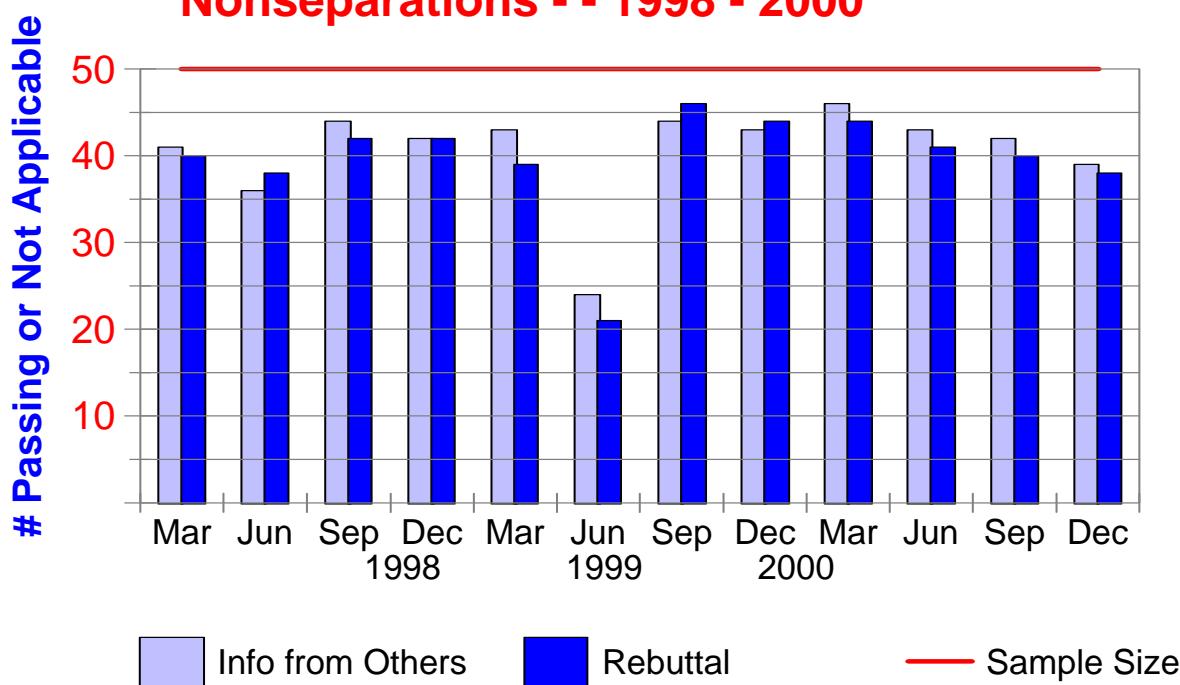
IL- Information from Others & Rebuttal

Separations - - 1998 - 2000

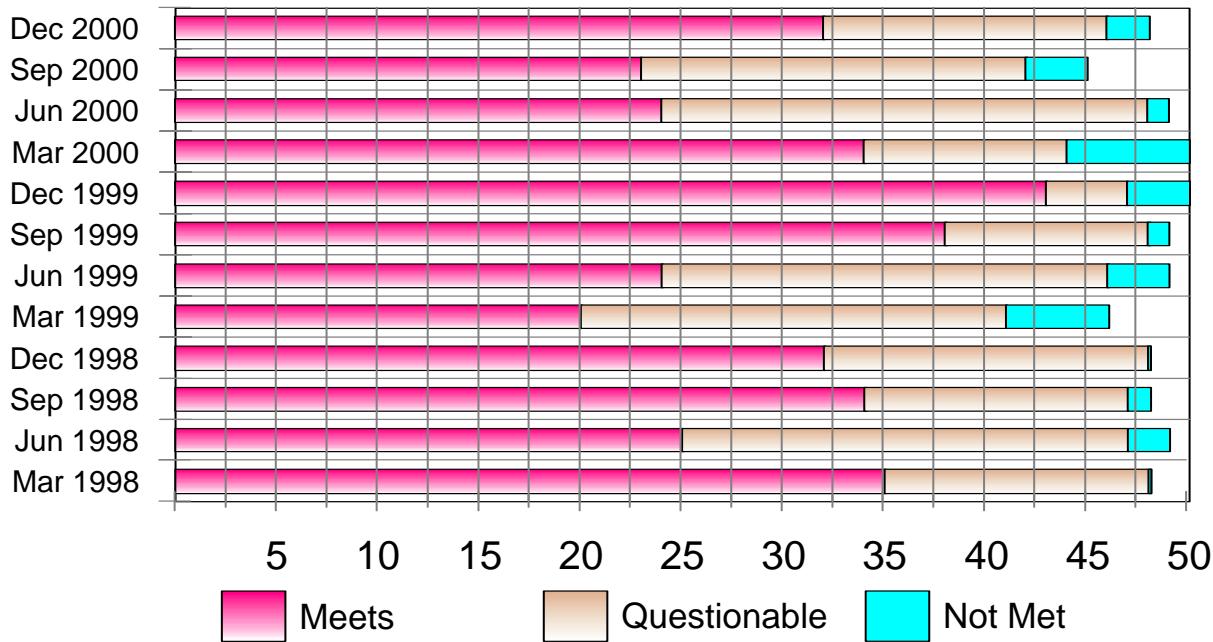


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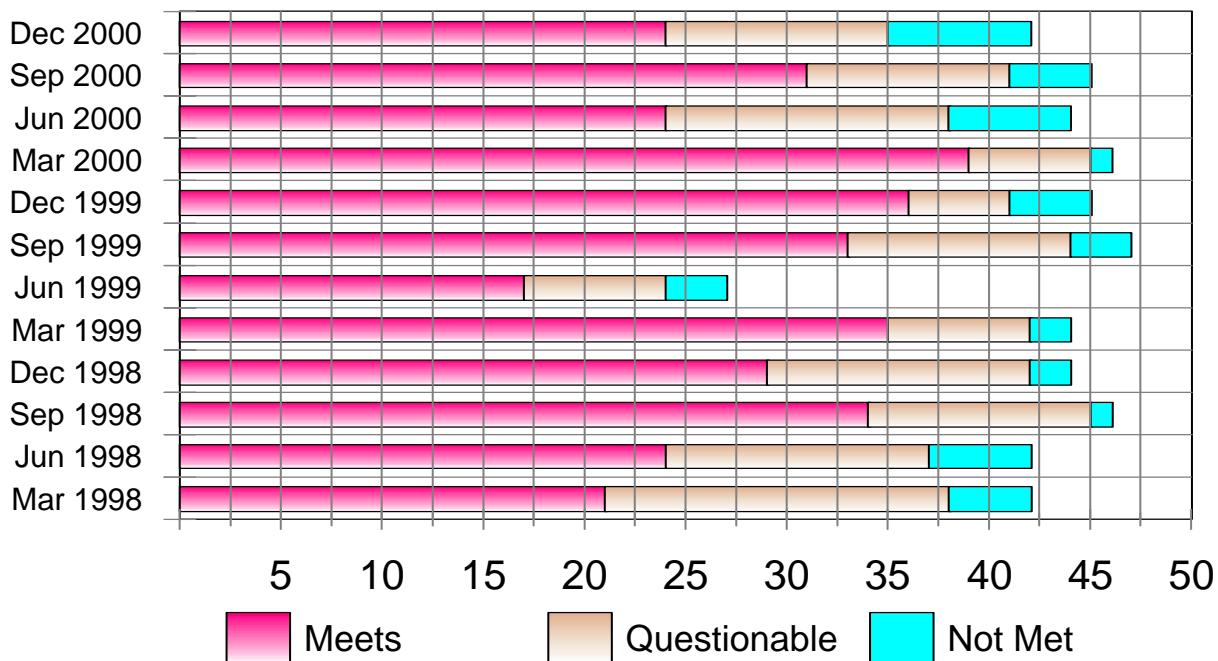
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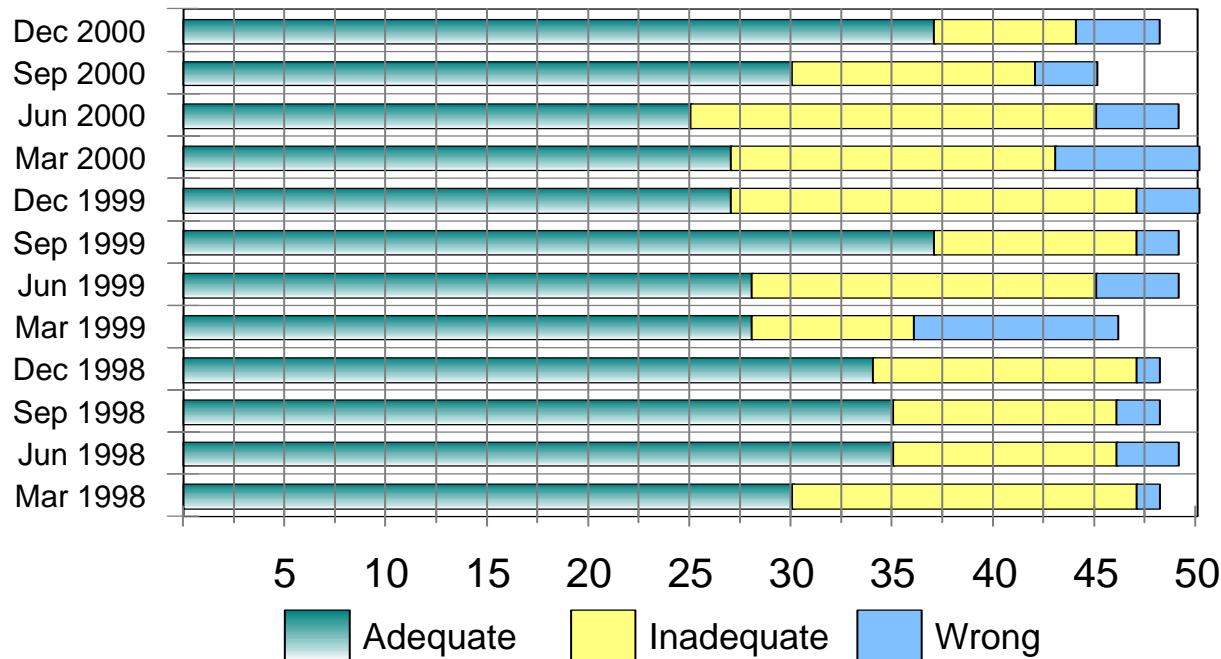
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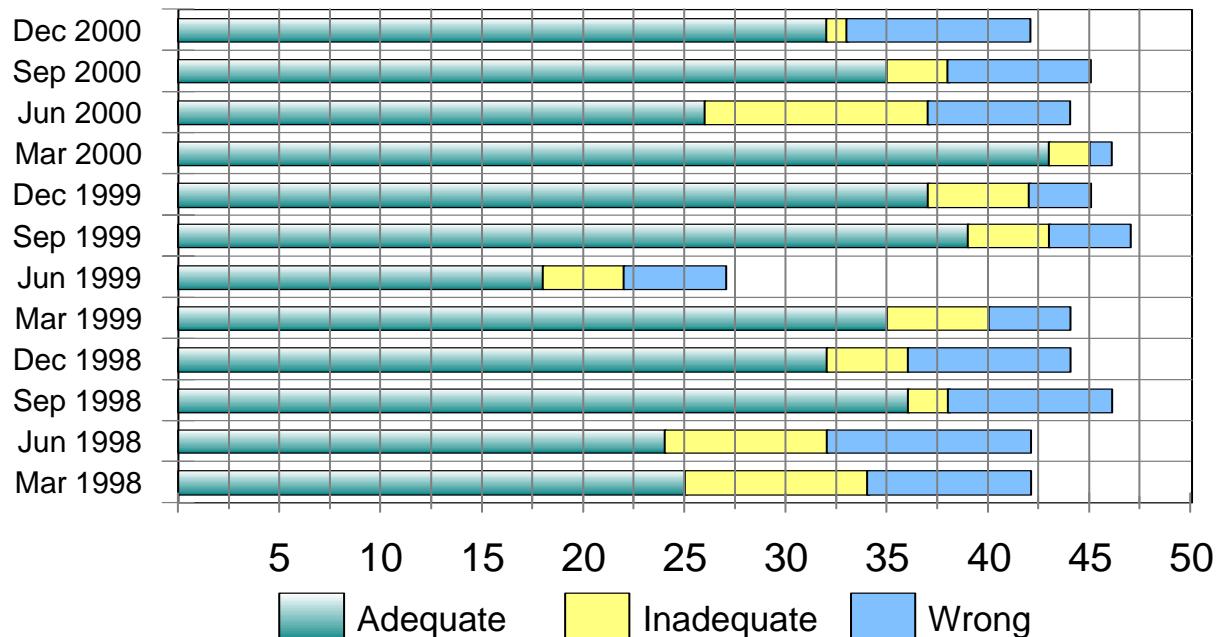
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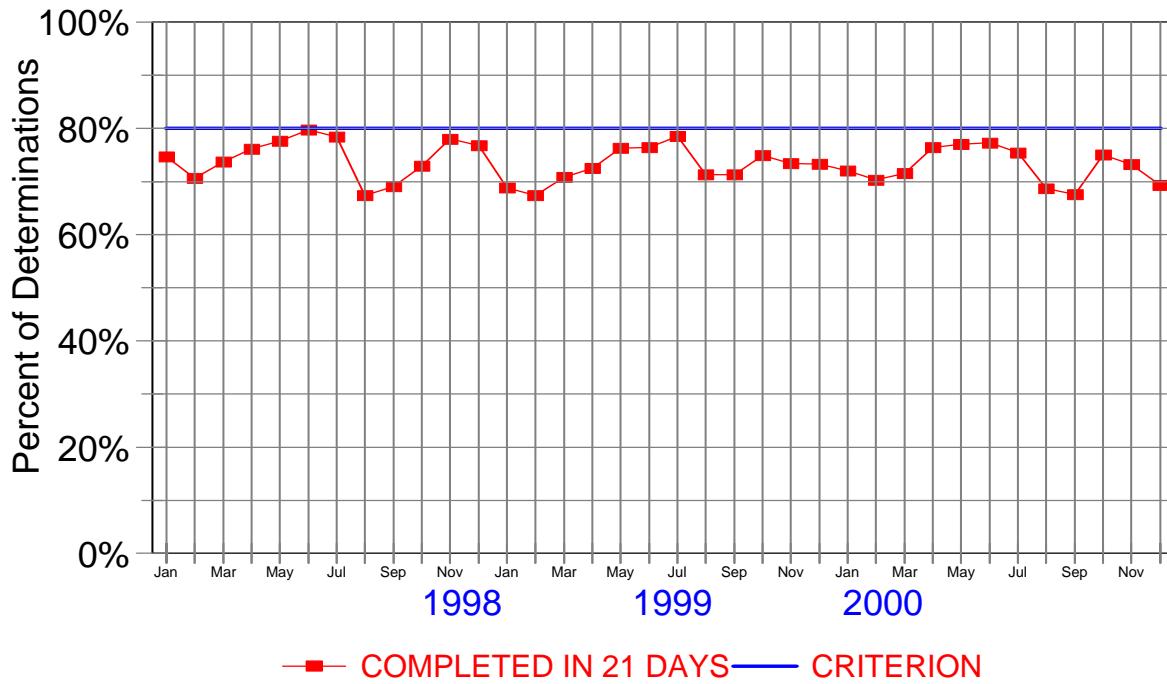


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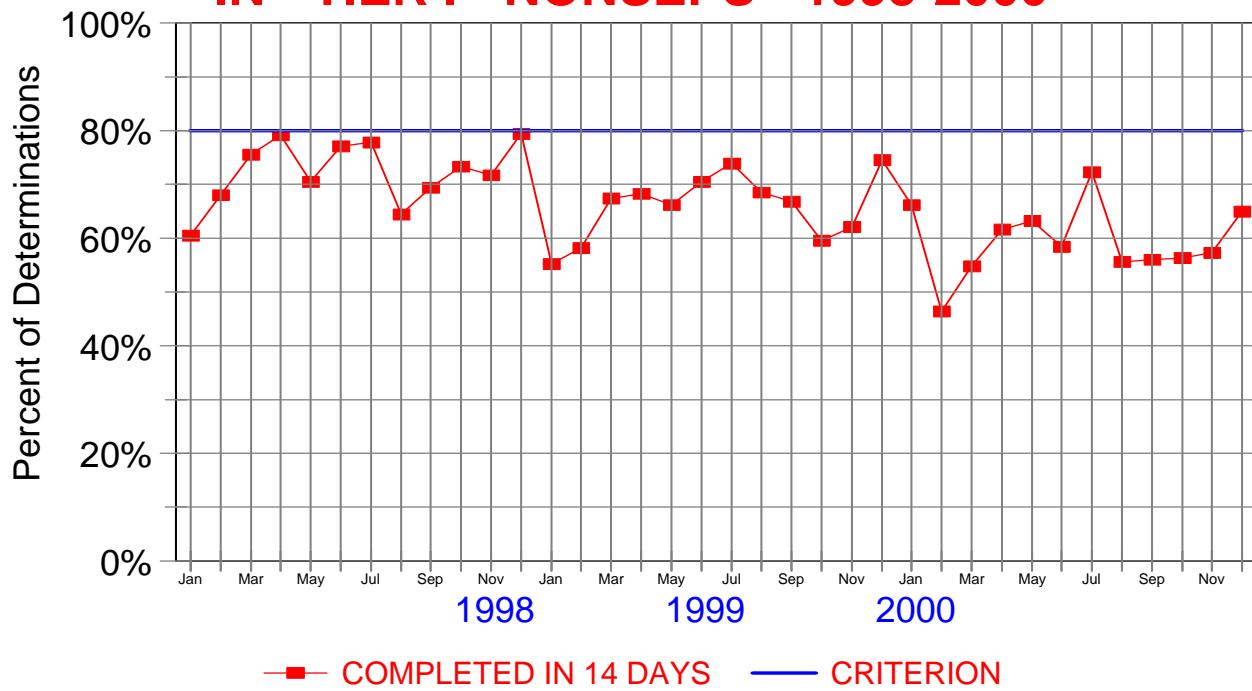


INDIANA

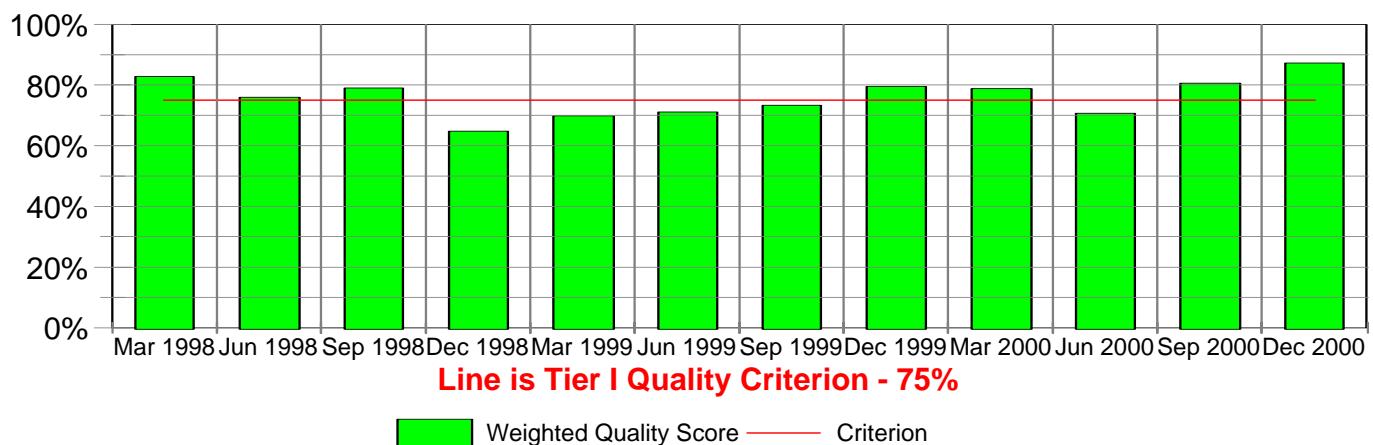
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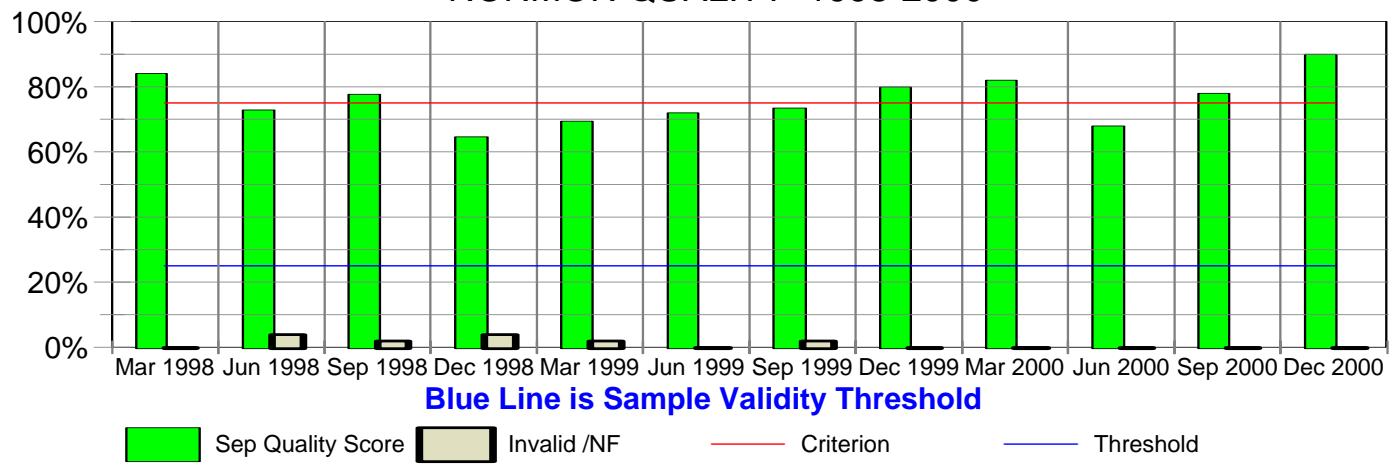
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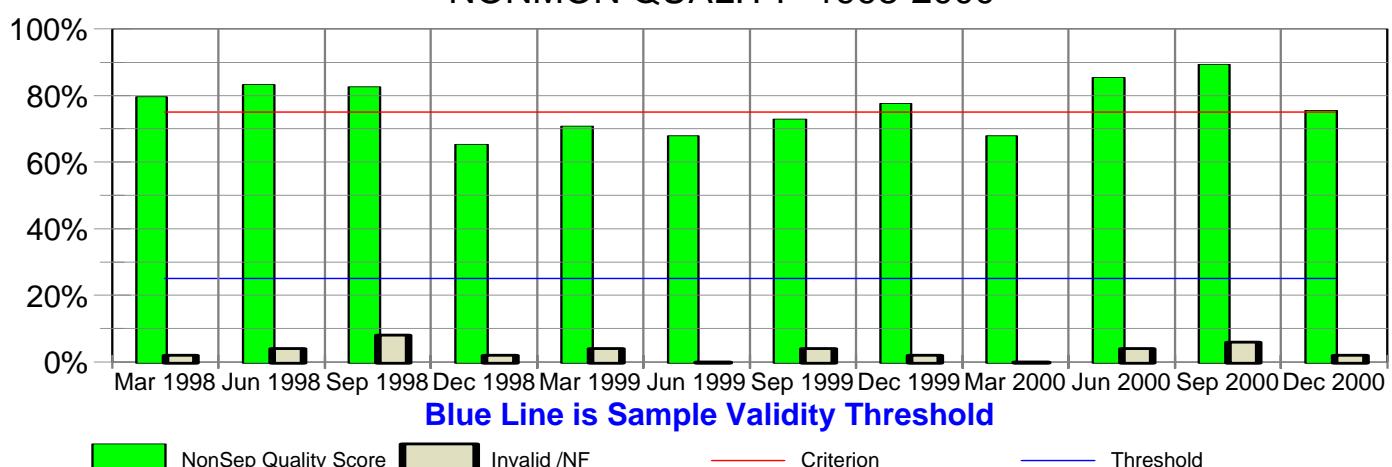
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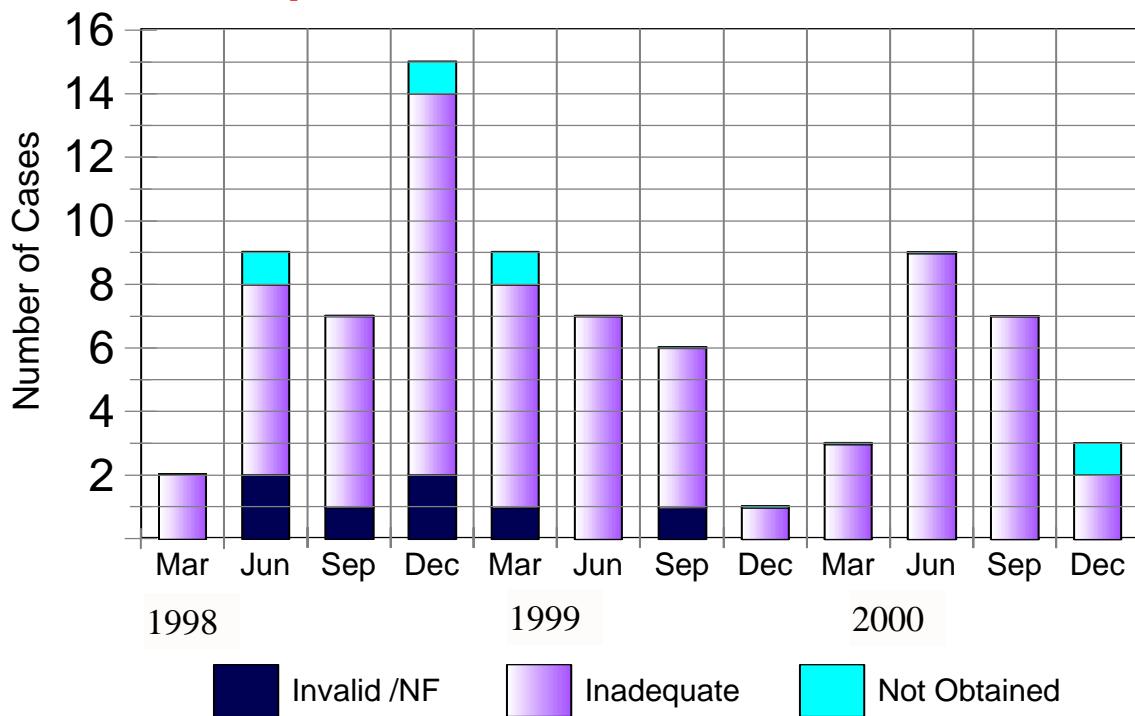
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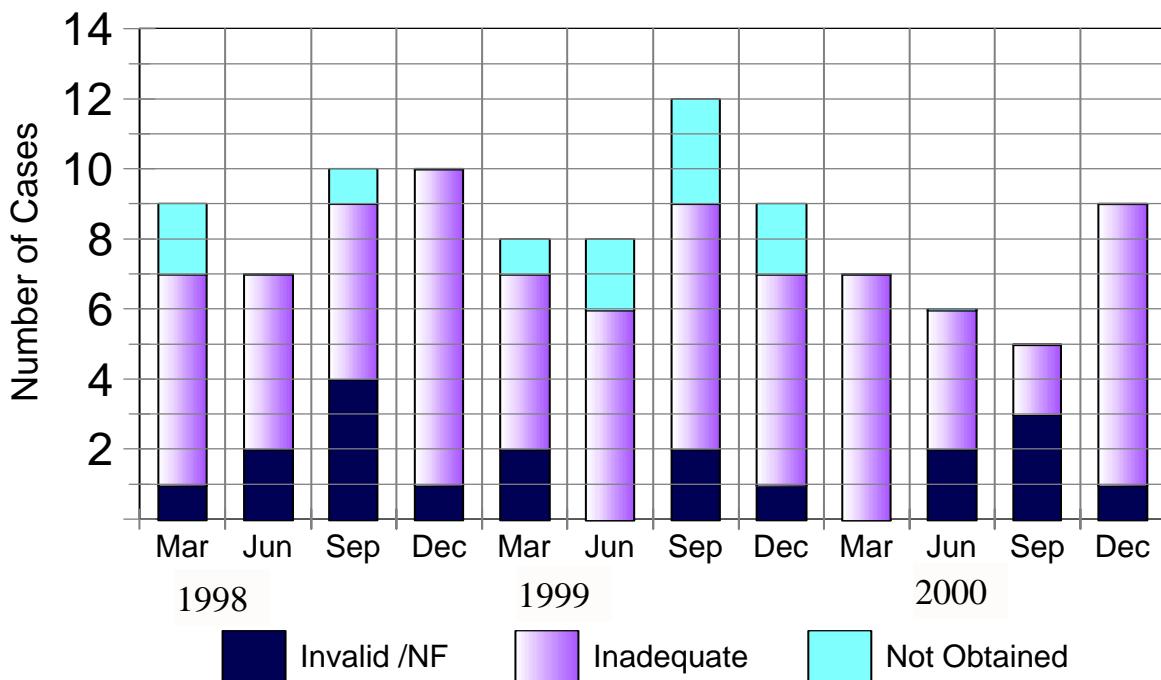
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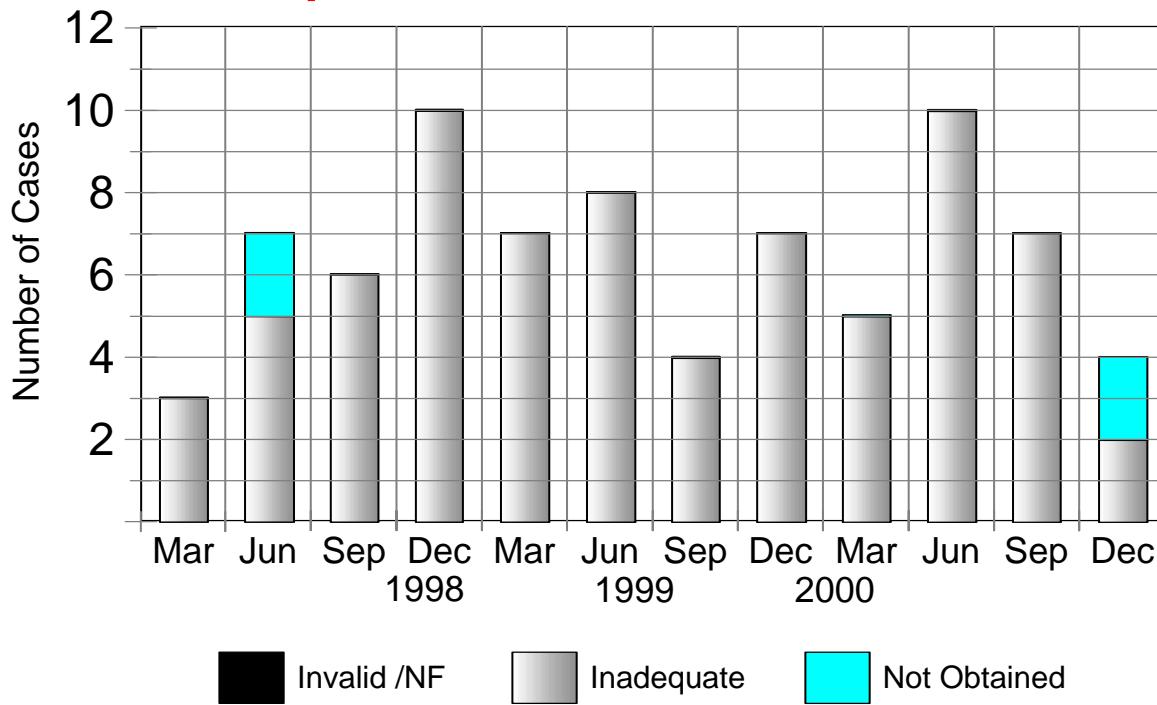
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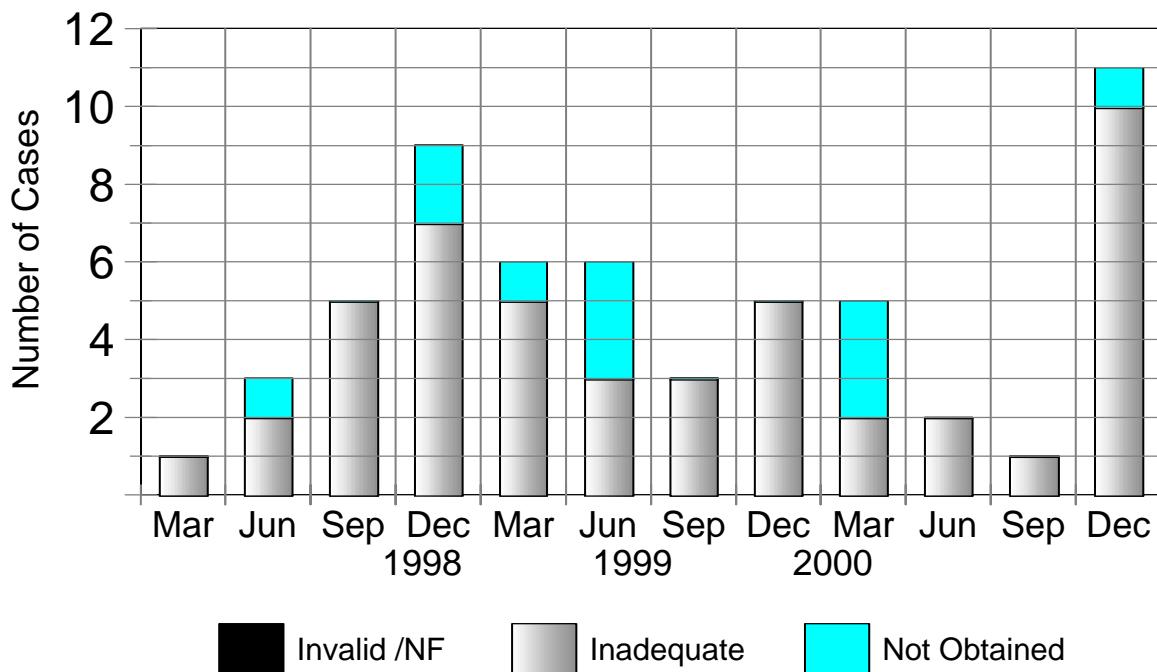
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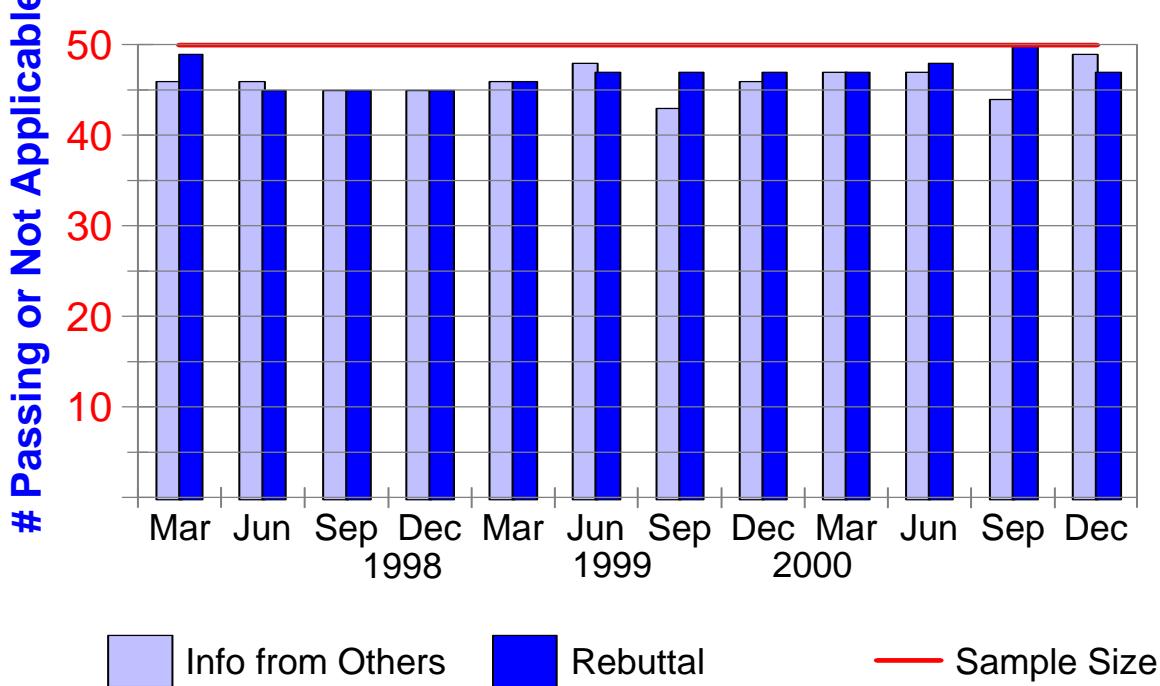
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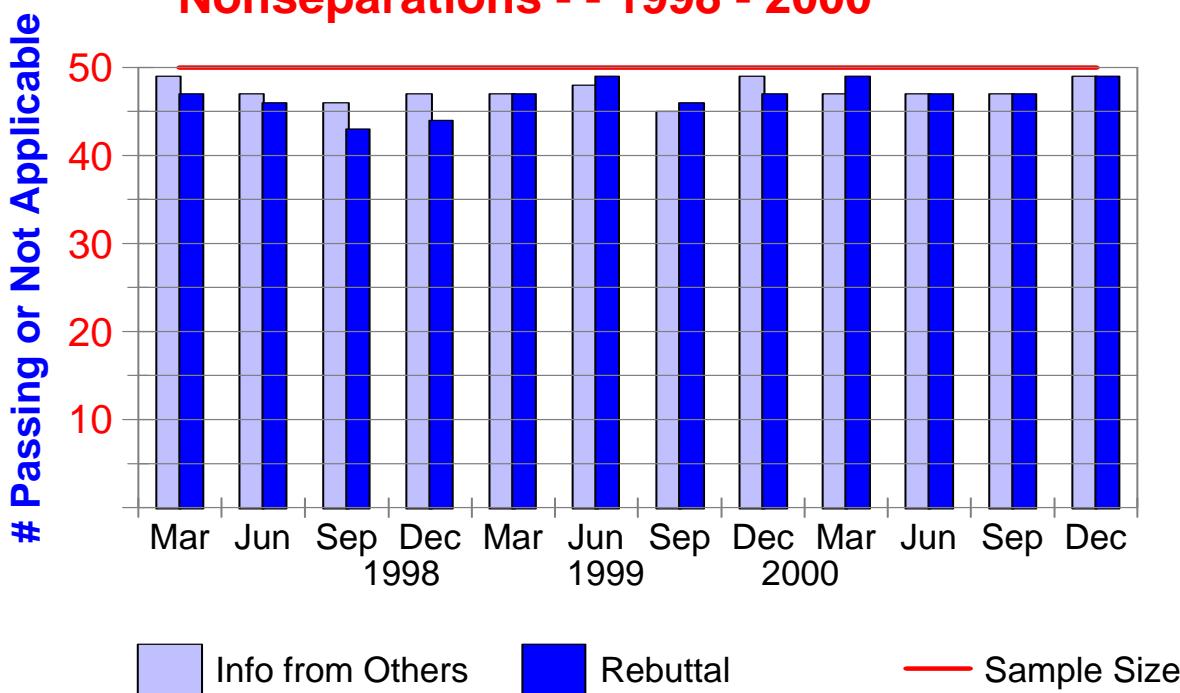
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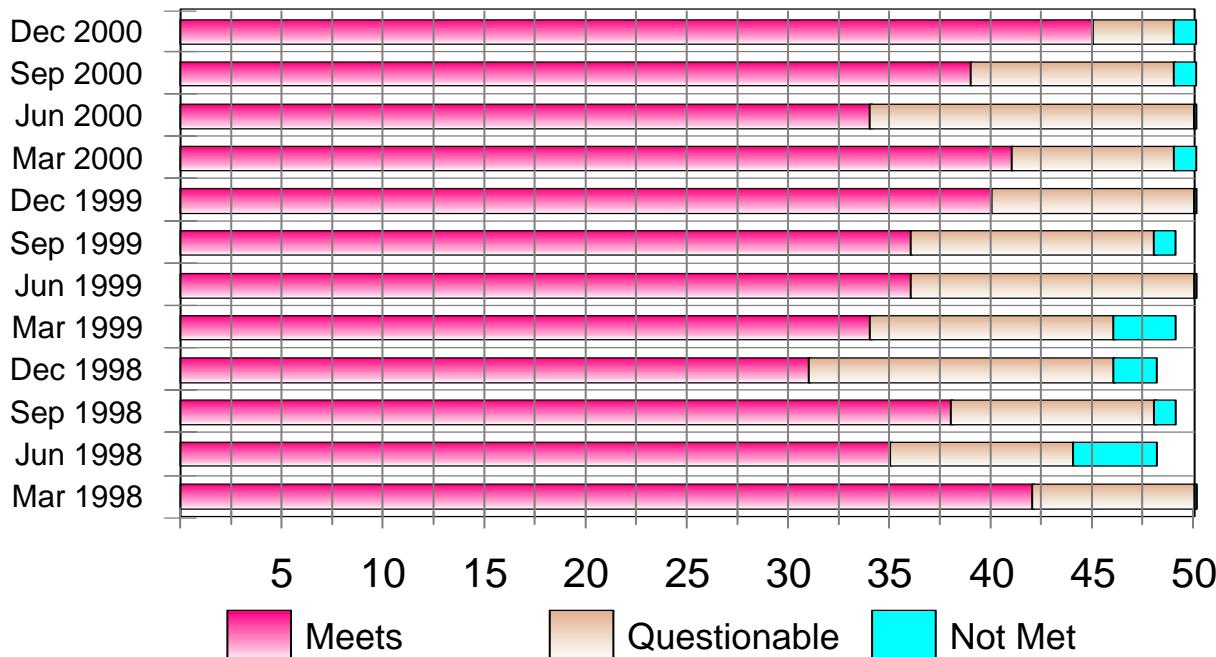
IN- Information from Others & Rebuttal Separations - - 1998 - 2000



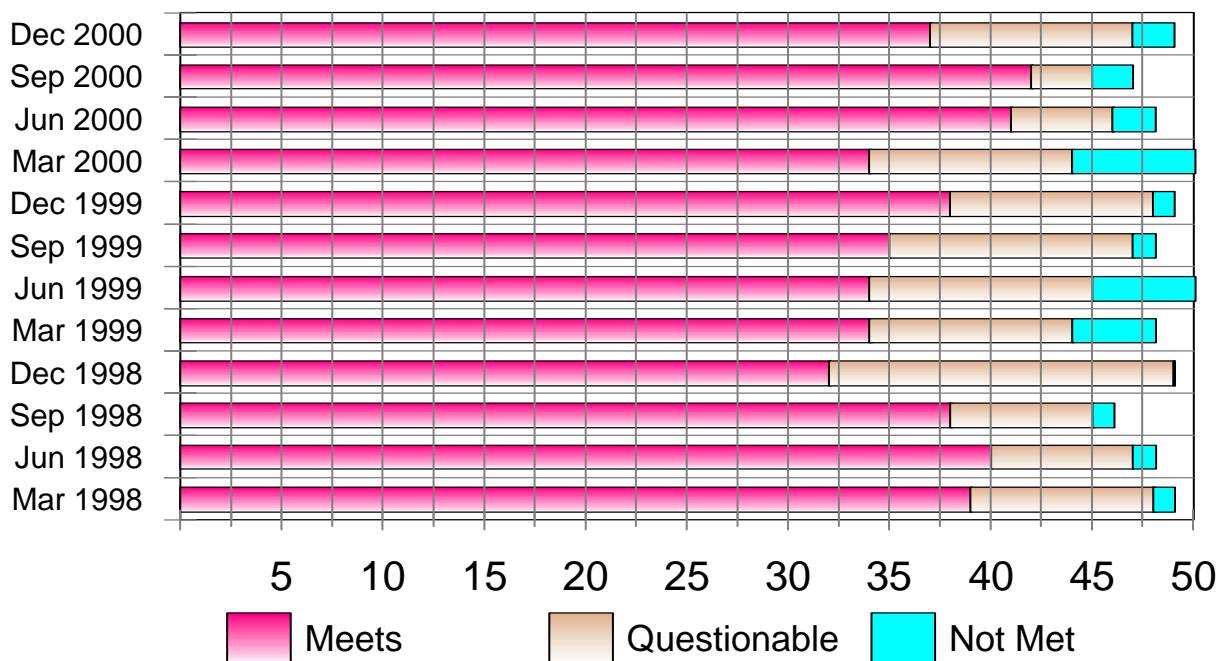
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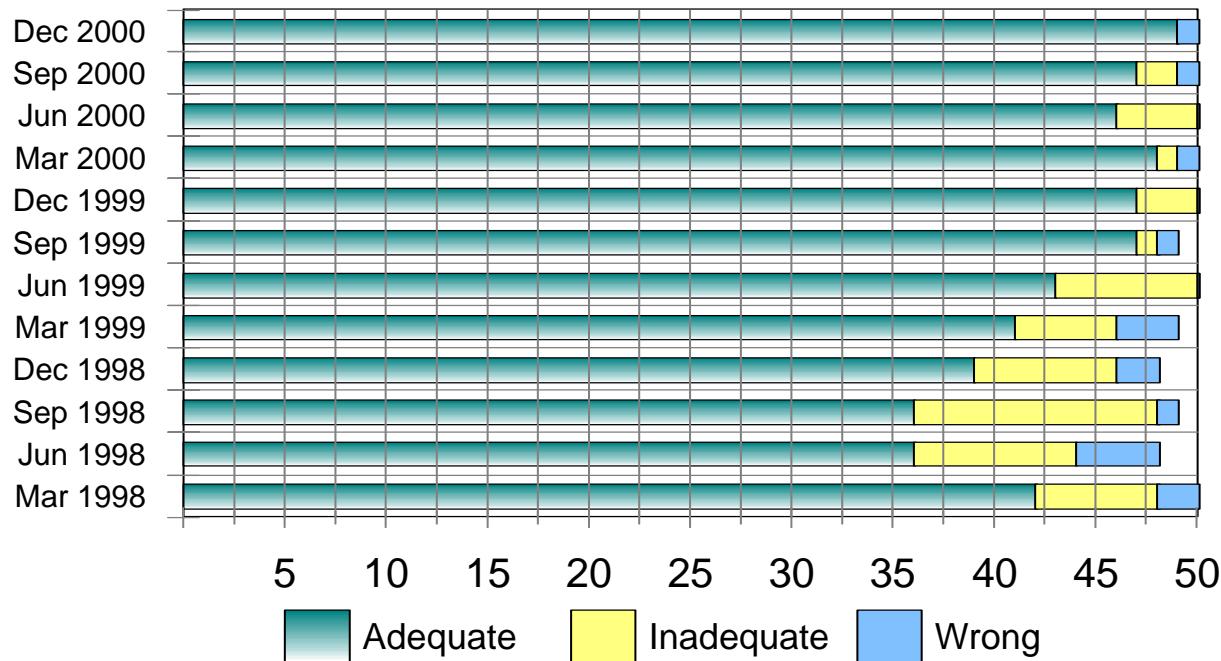
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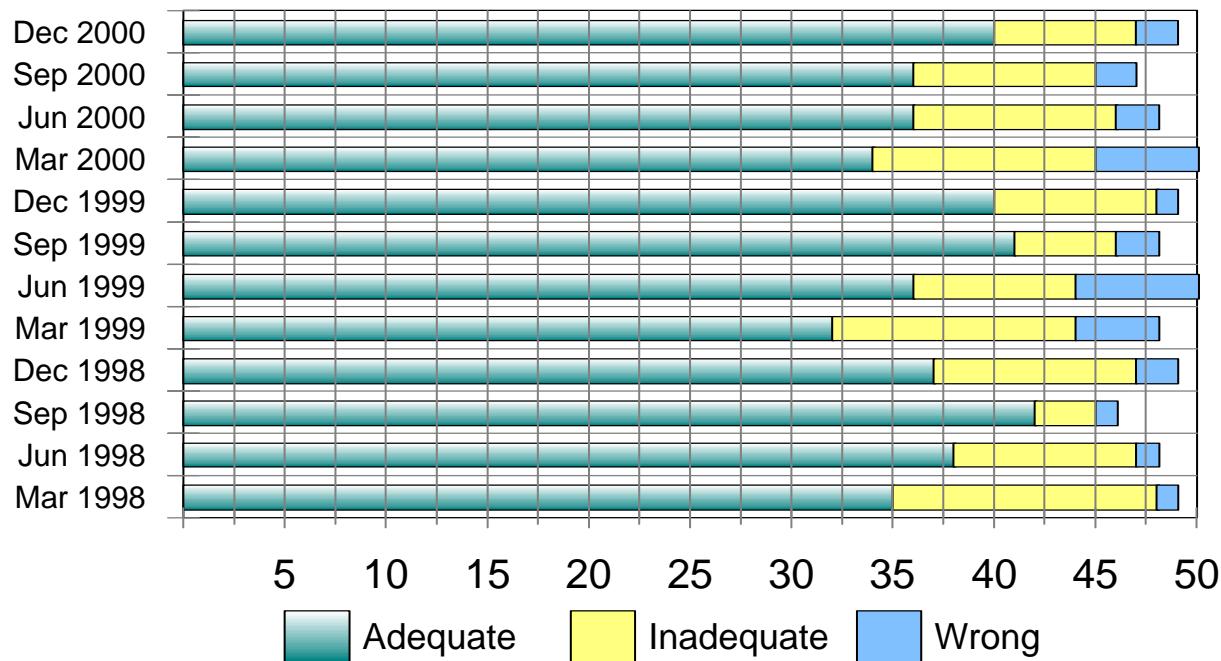
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IN - Written Determination - Results Separations - - 1998 - 2000

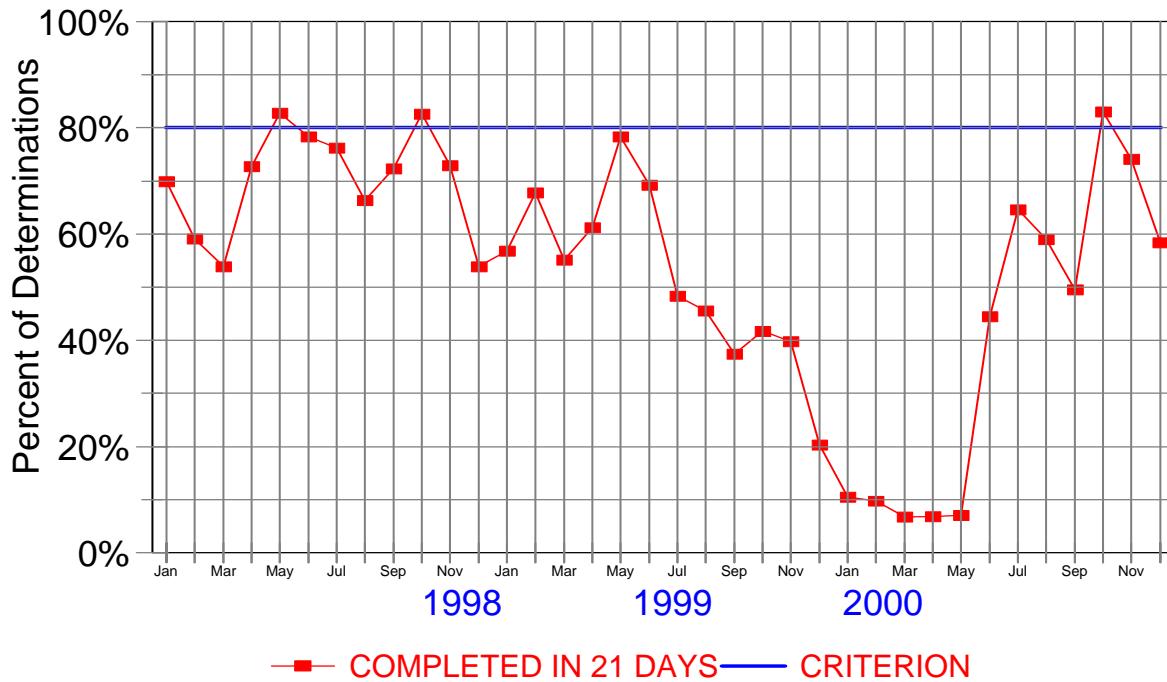


IN - Written Determination - Results Nonseparations - - 1998 - 2000

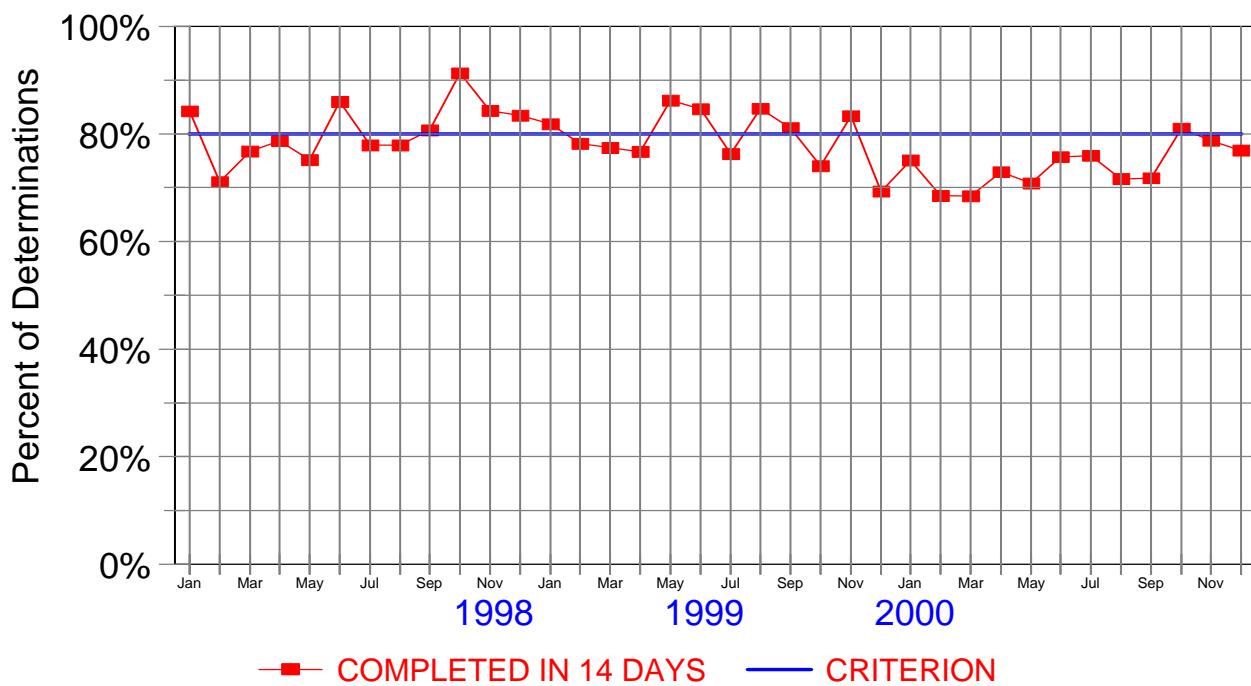


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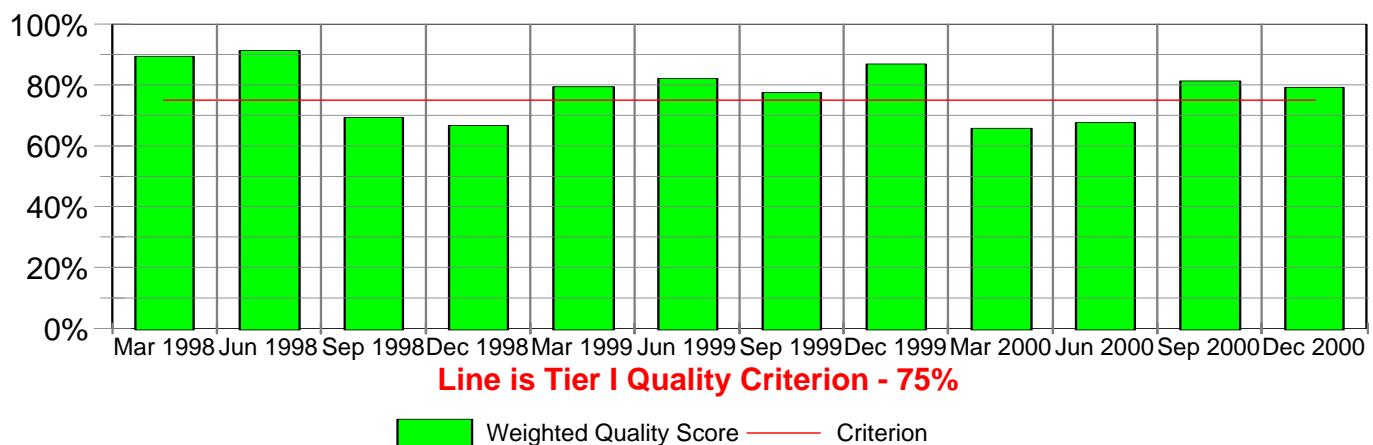
Nonmonetary Determinations Timeliness IA - TIER I - SEPARATIONS - 1998-2000



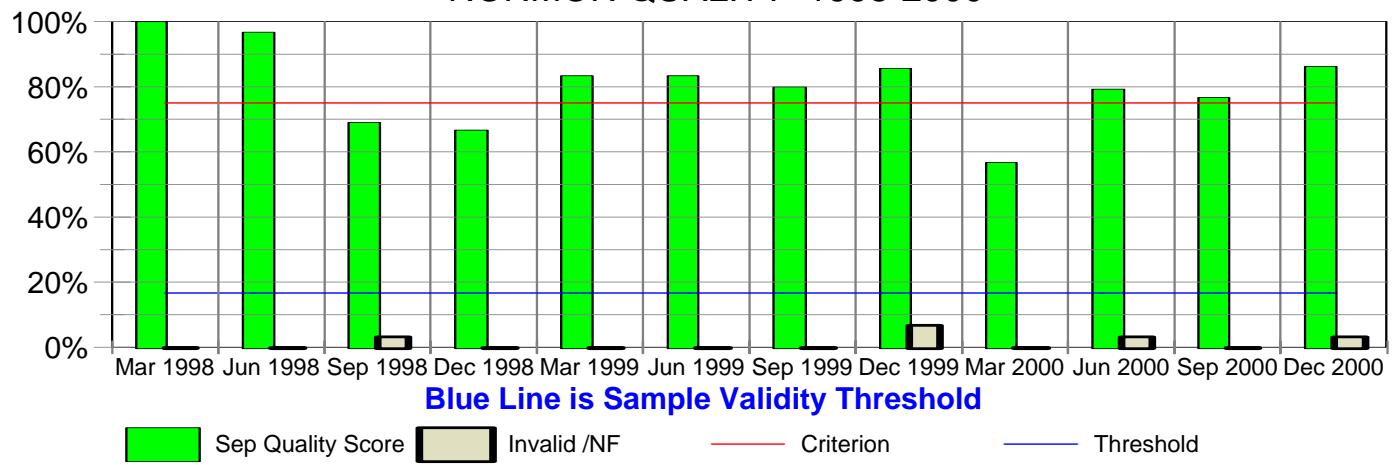
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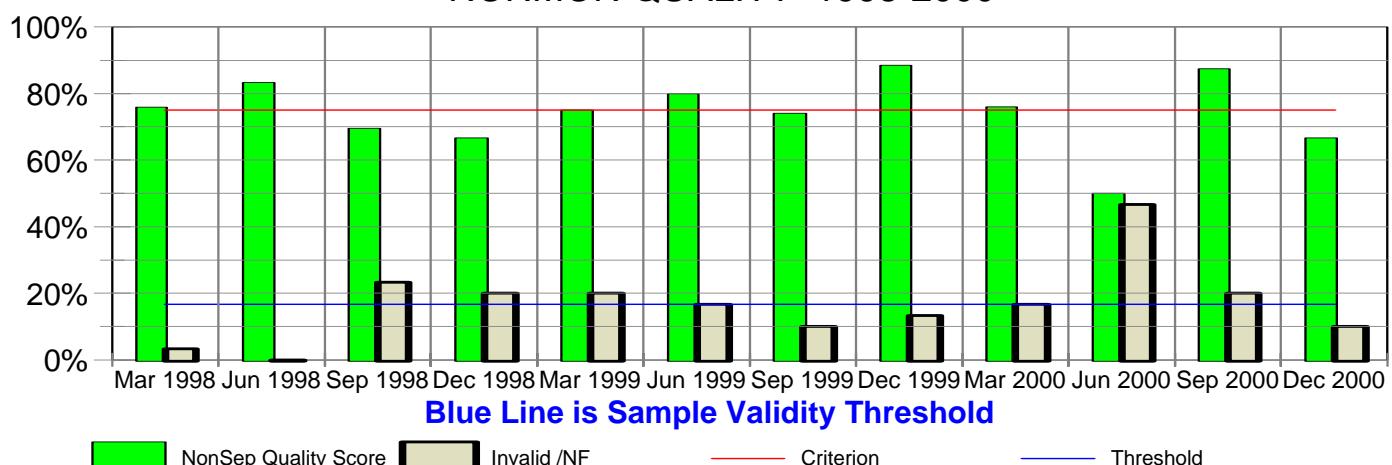
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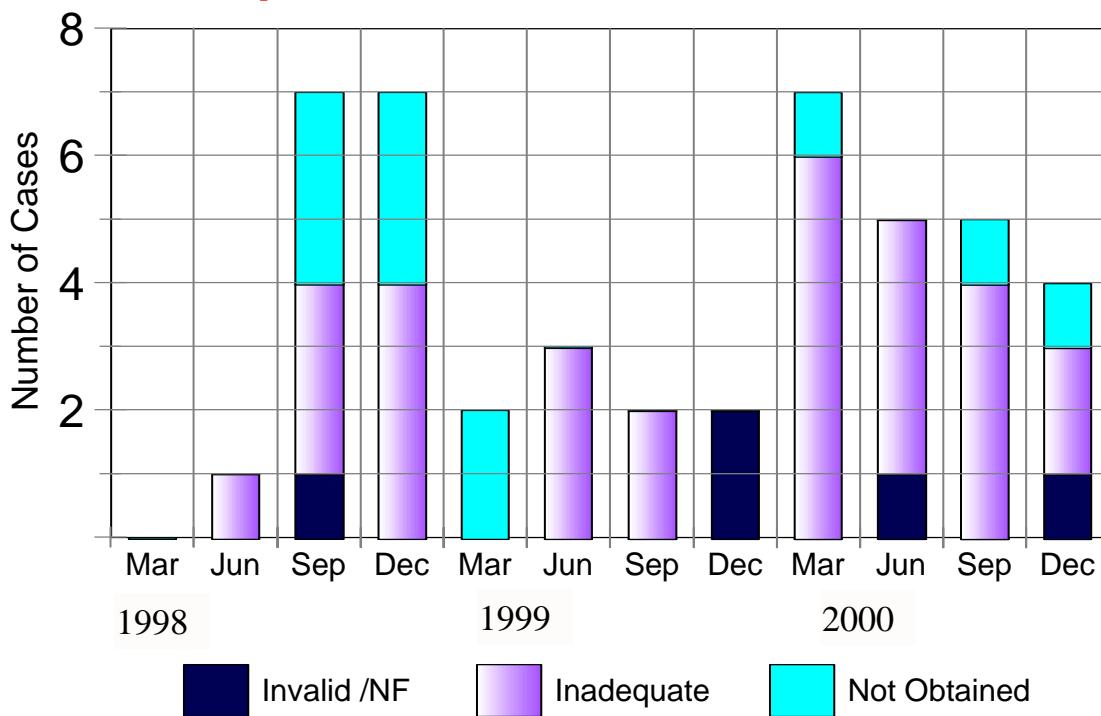
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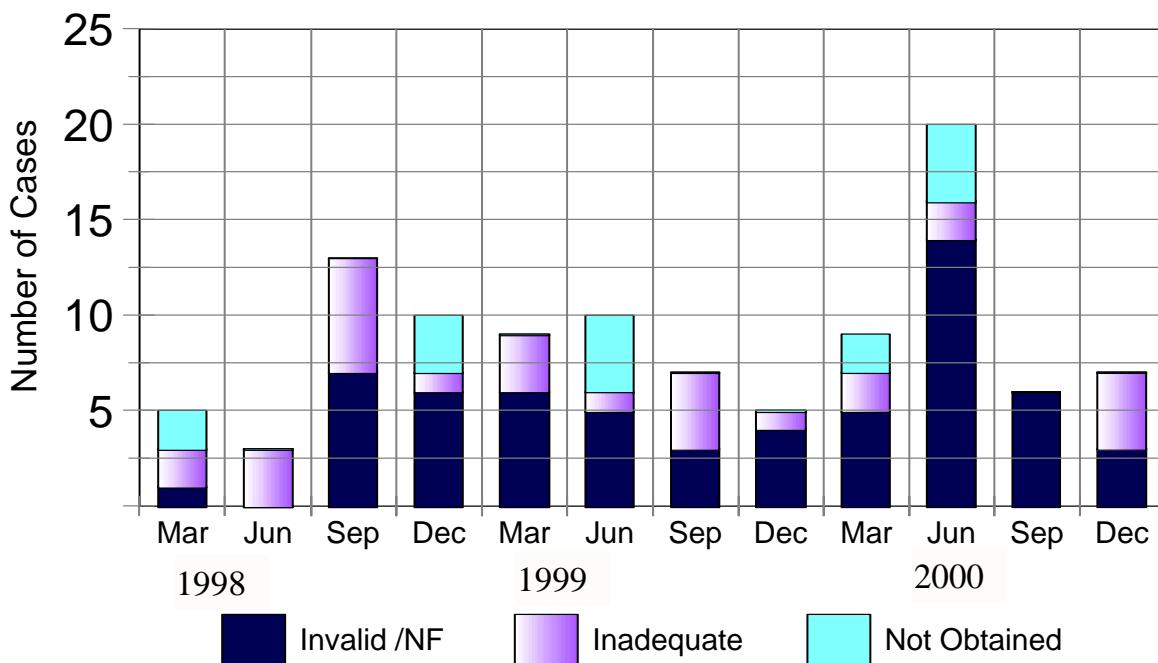
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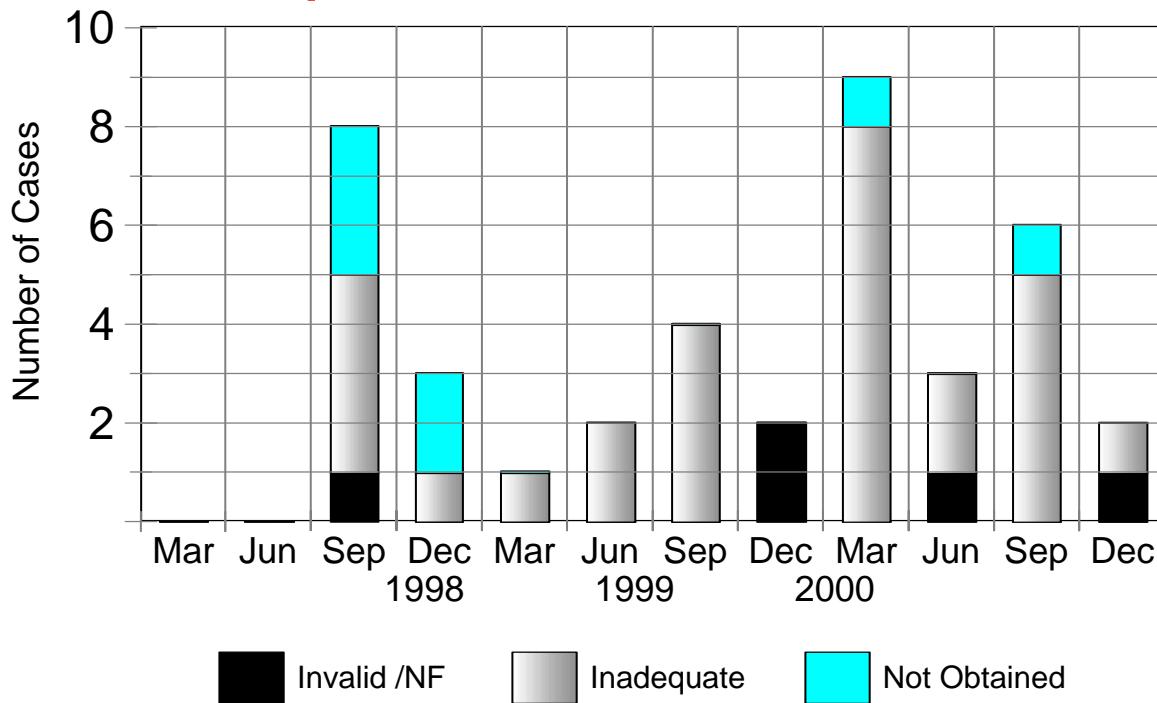
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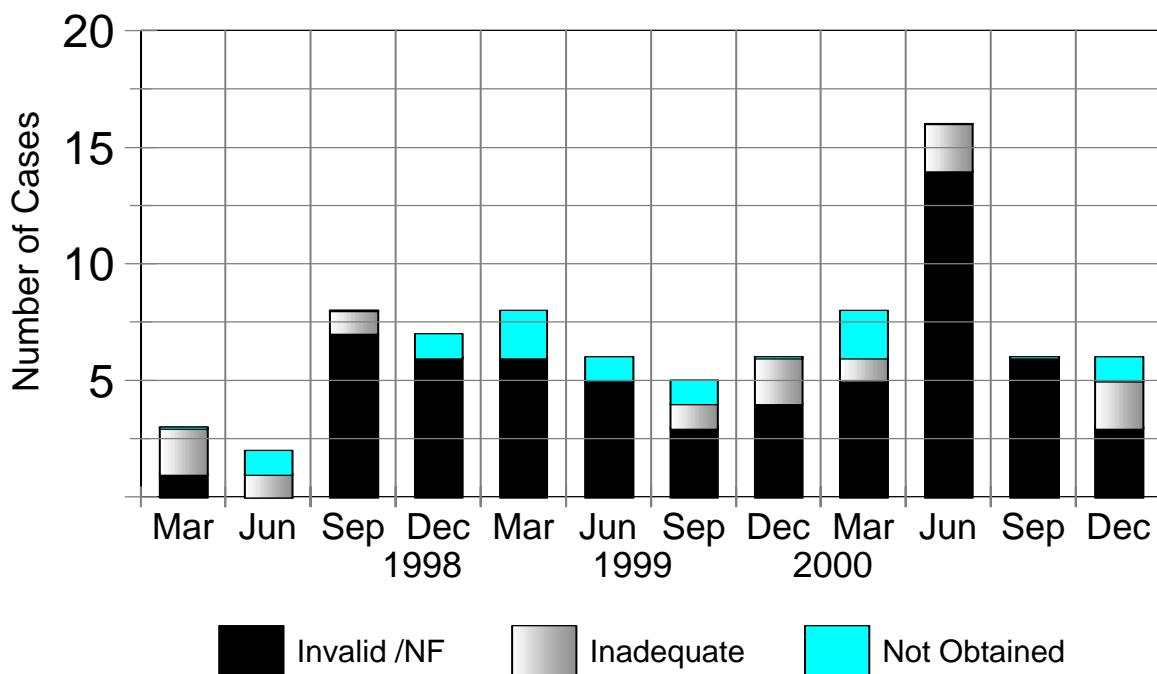
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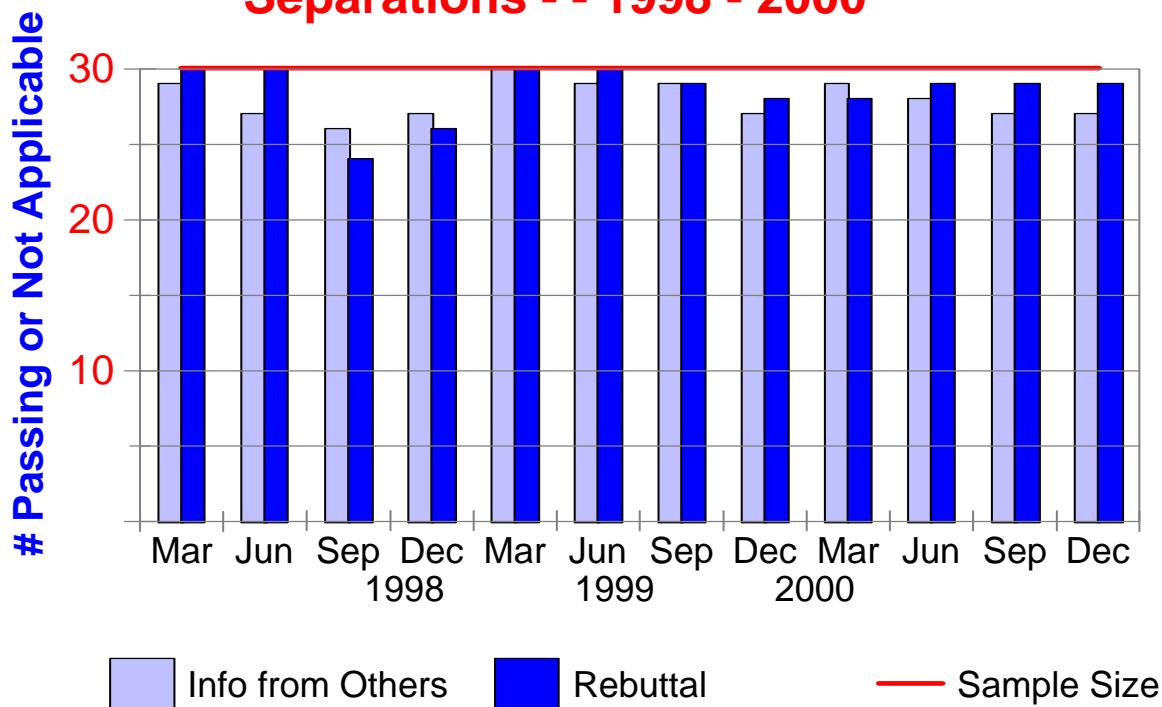


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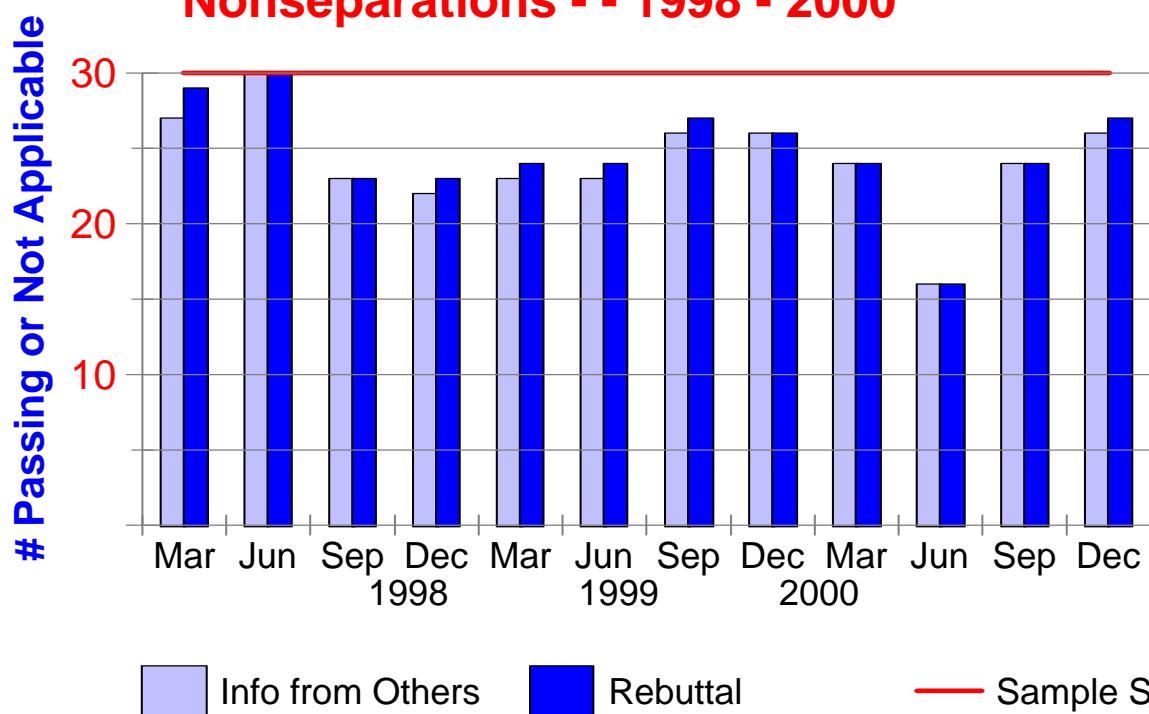
IA- Information from Others & Rebuttal

Separations - - 1998 - 2000

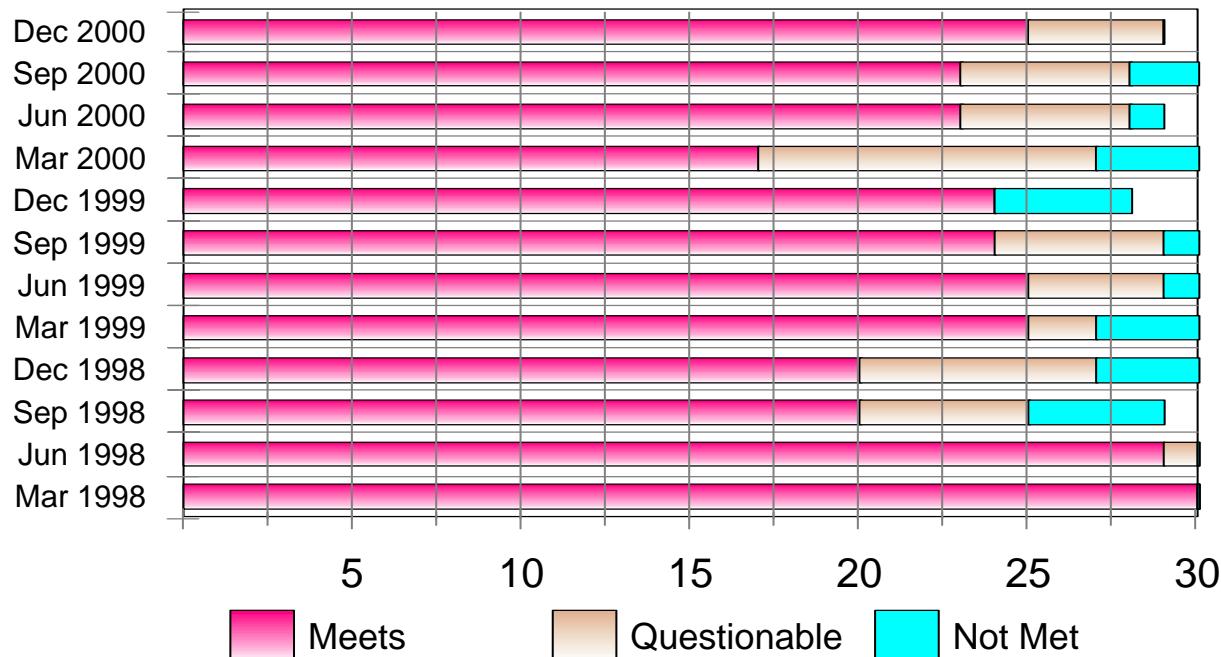


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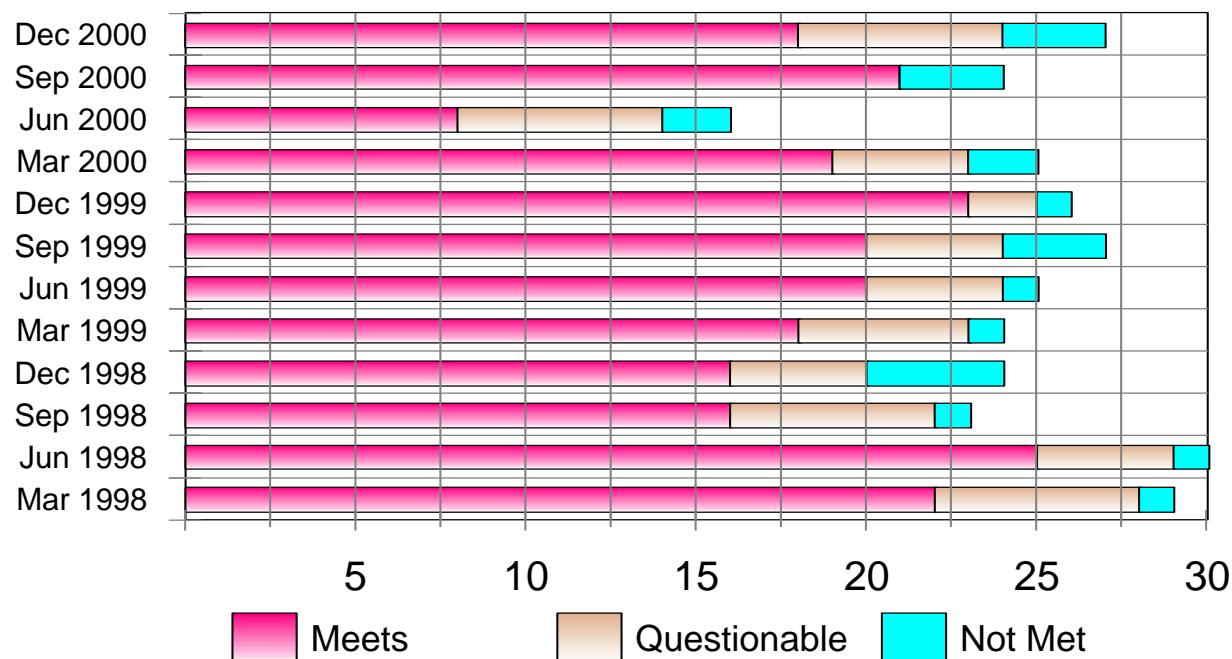
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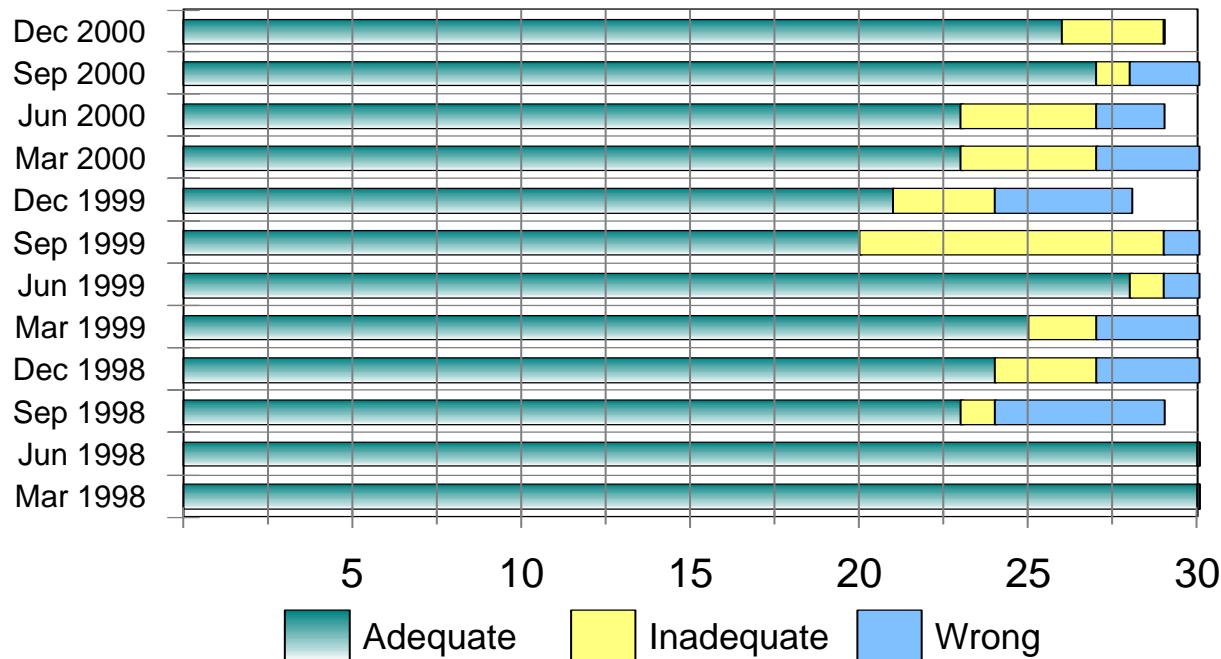
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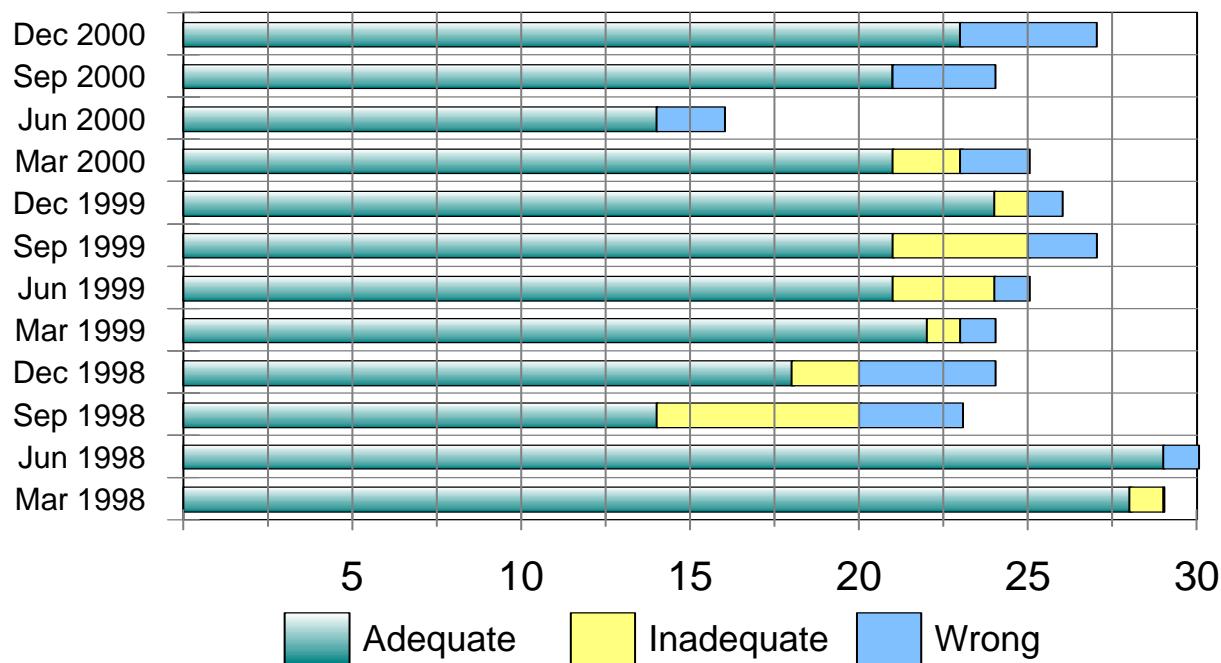
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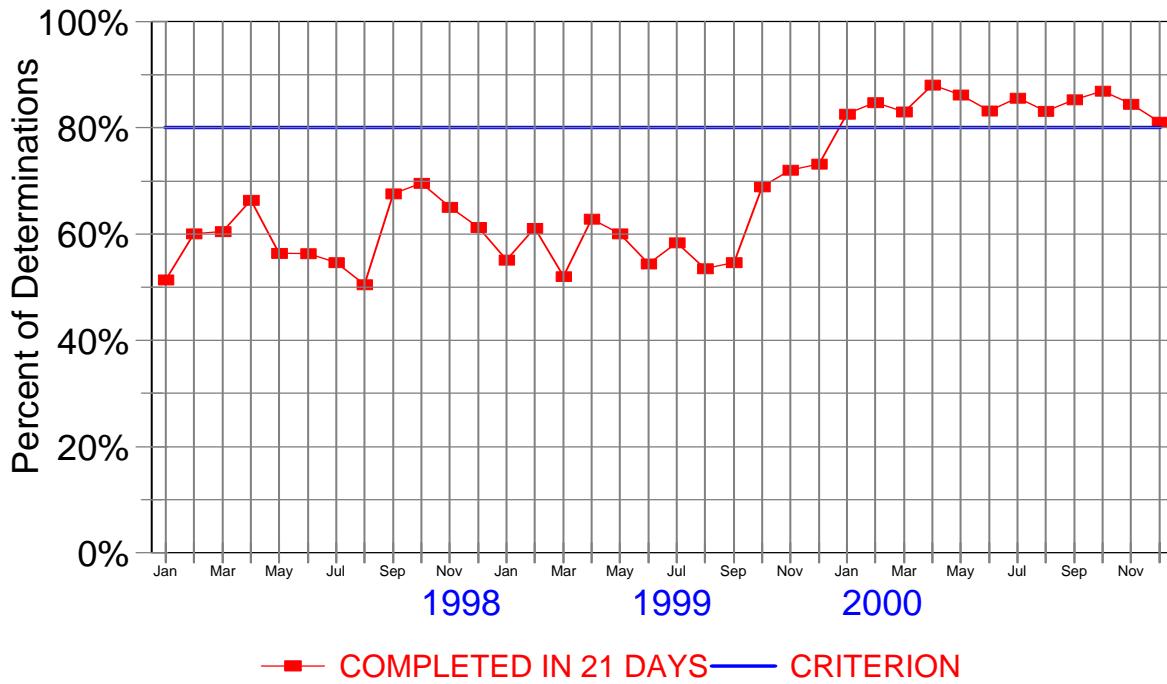
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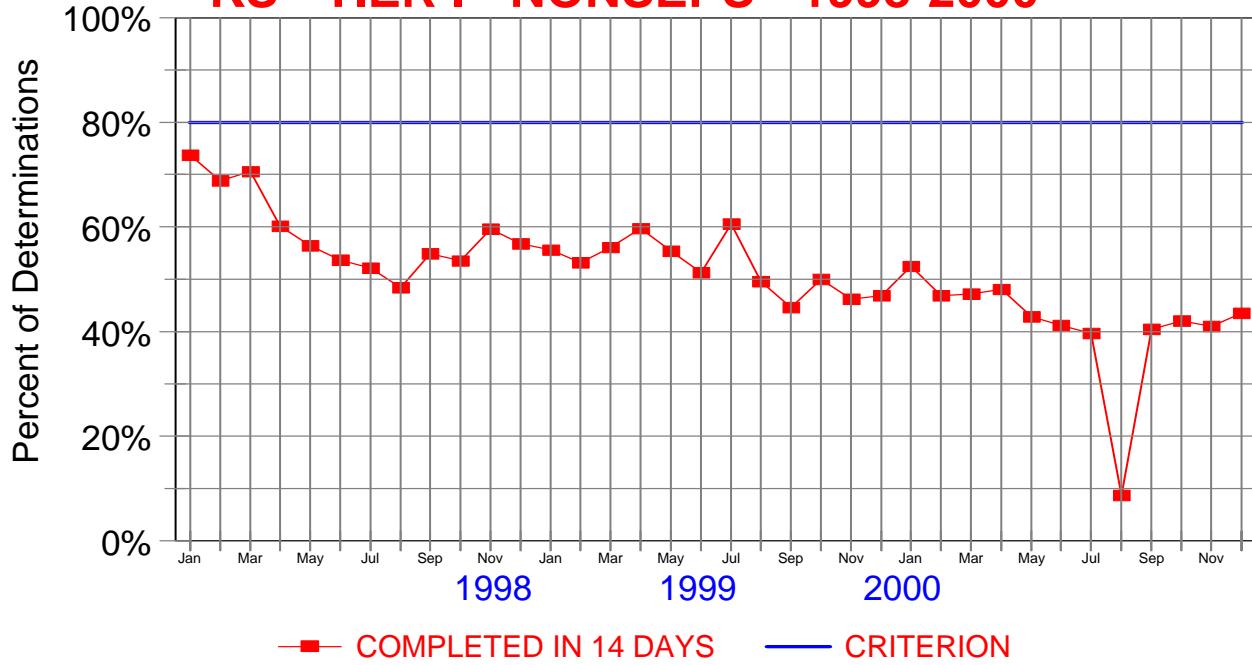
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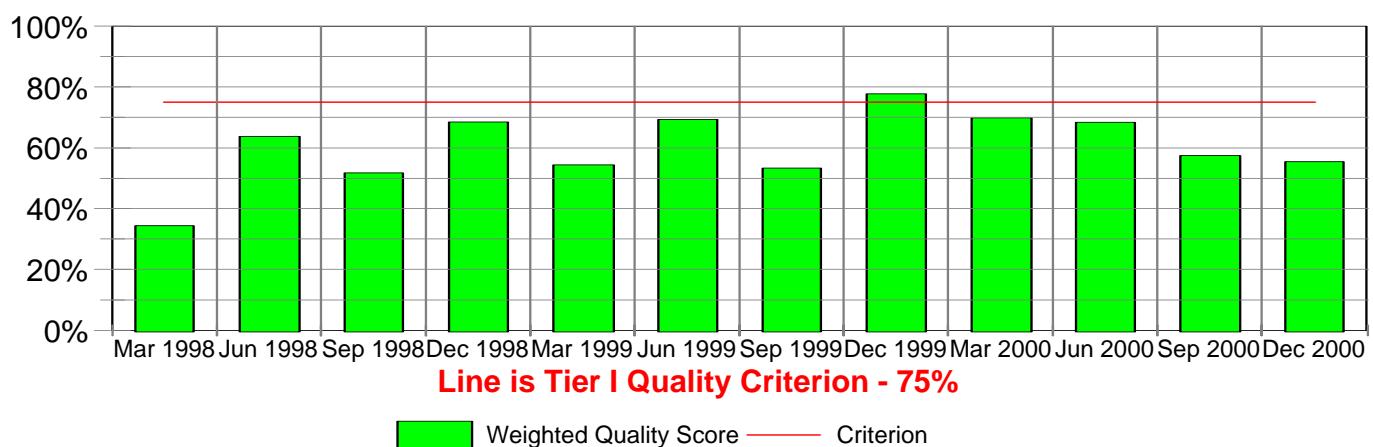
Nonmonetary Determinations Timeliness KS - TIER I - SEPARATIONS - 1998-2000



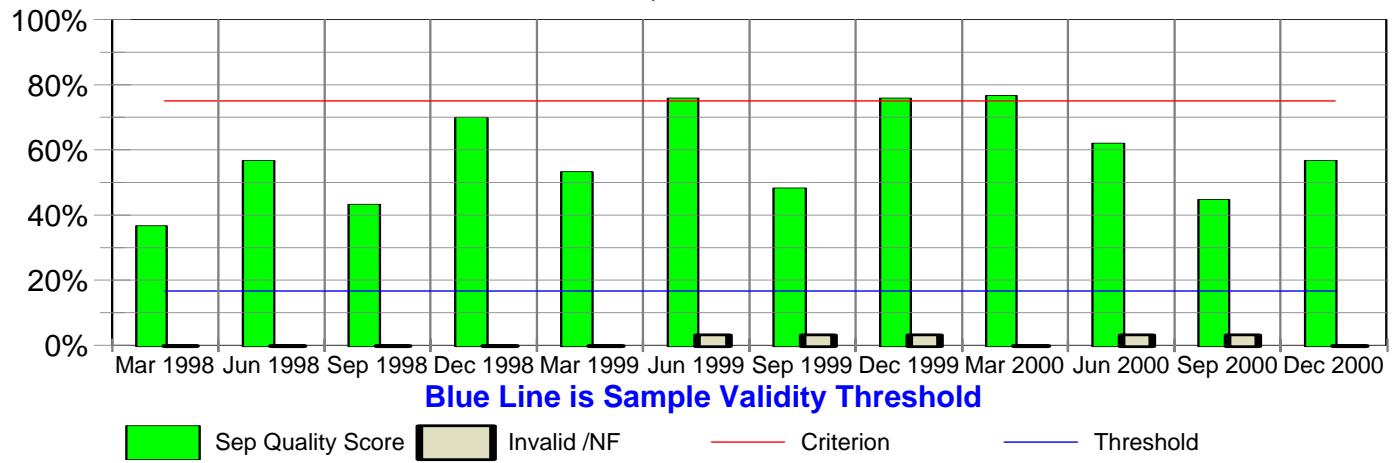
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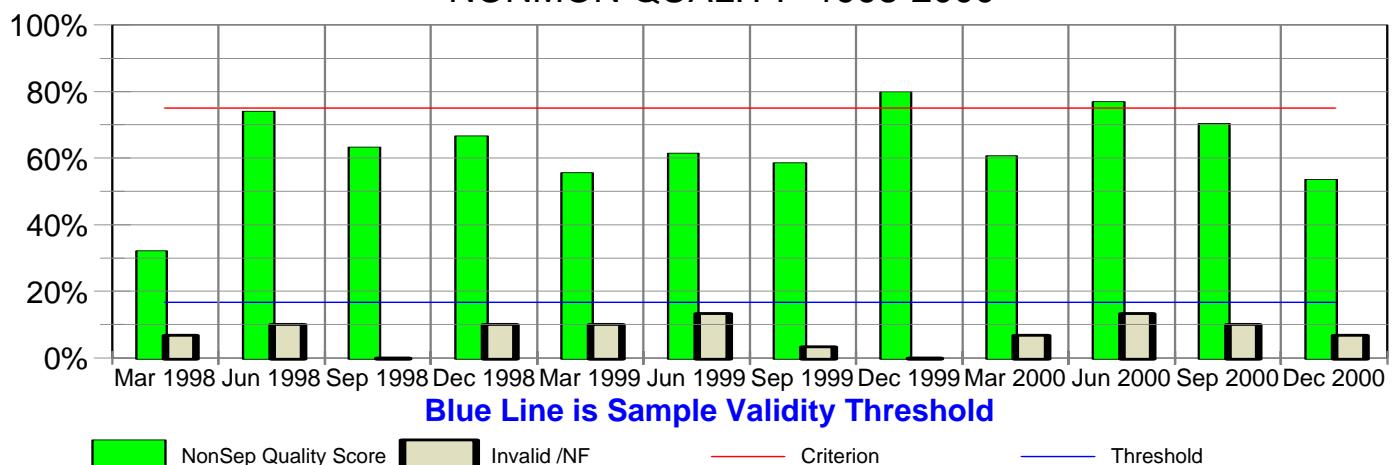
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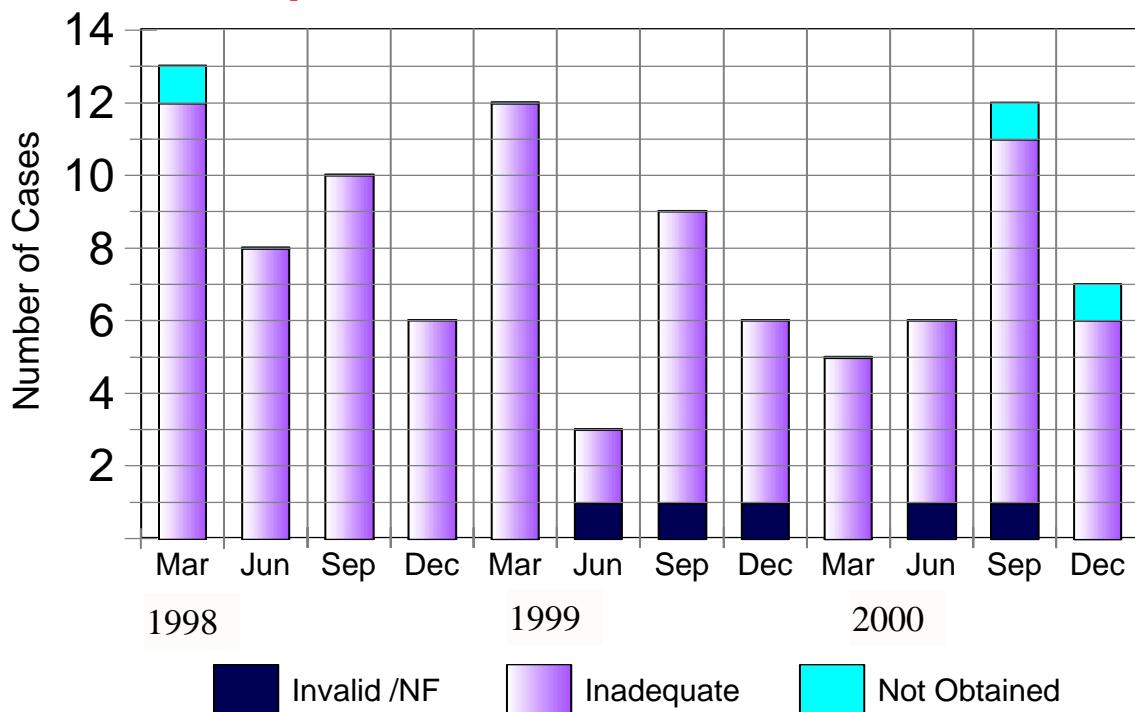
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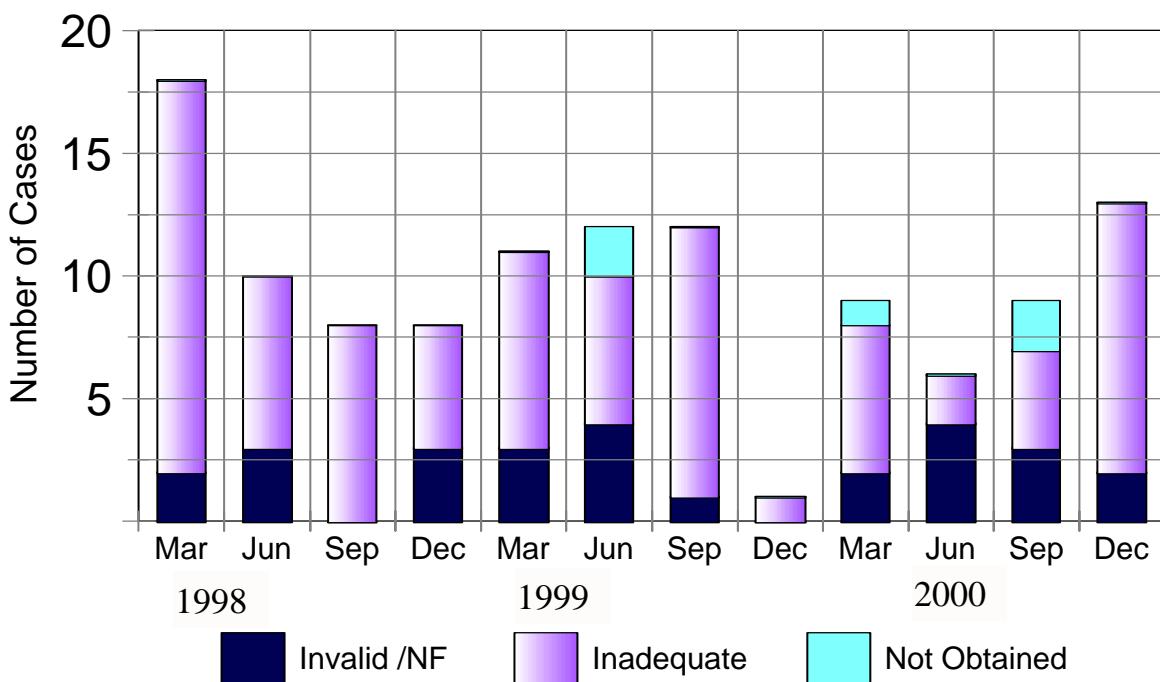
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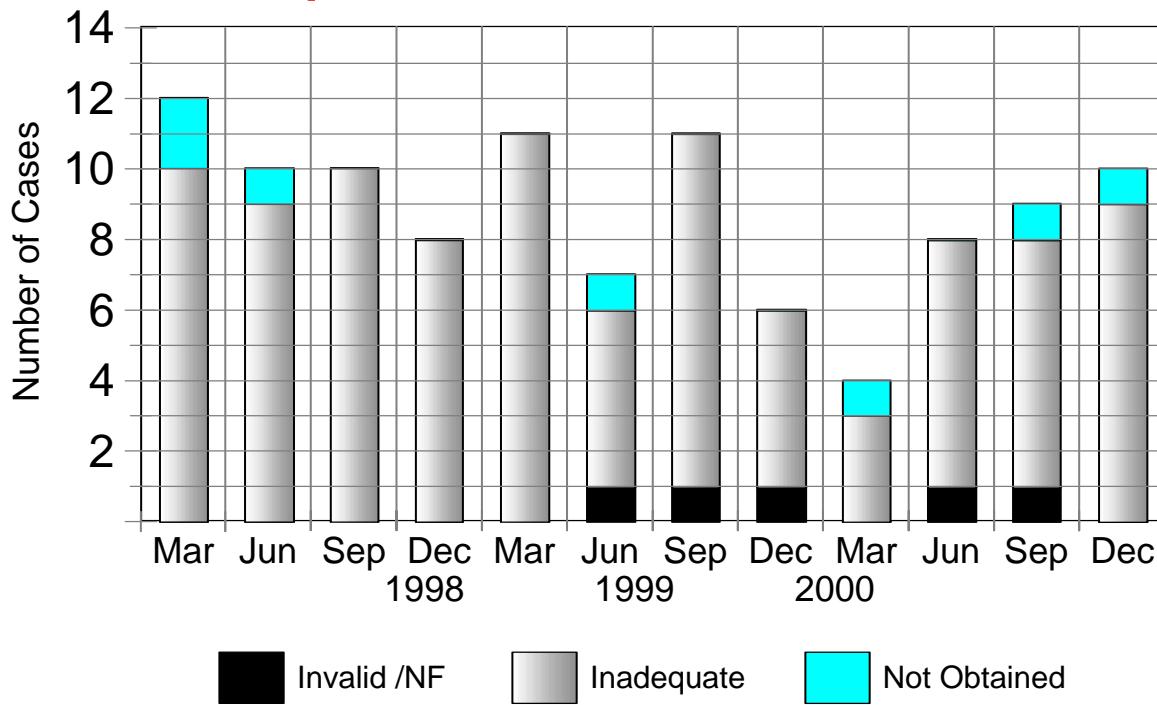
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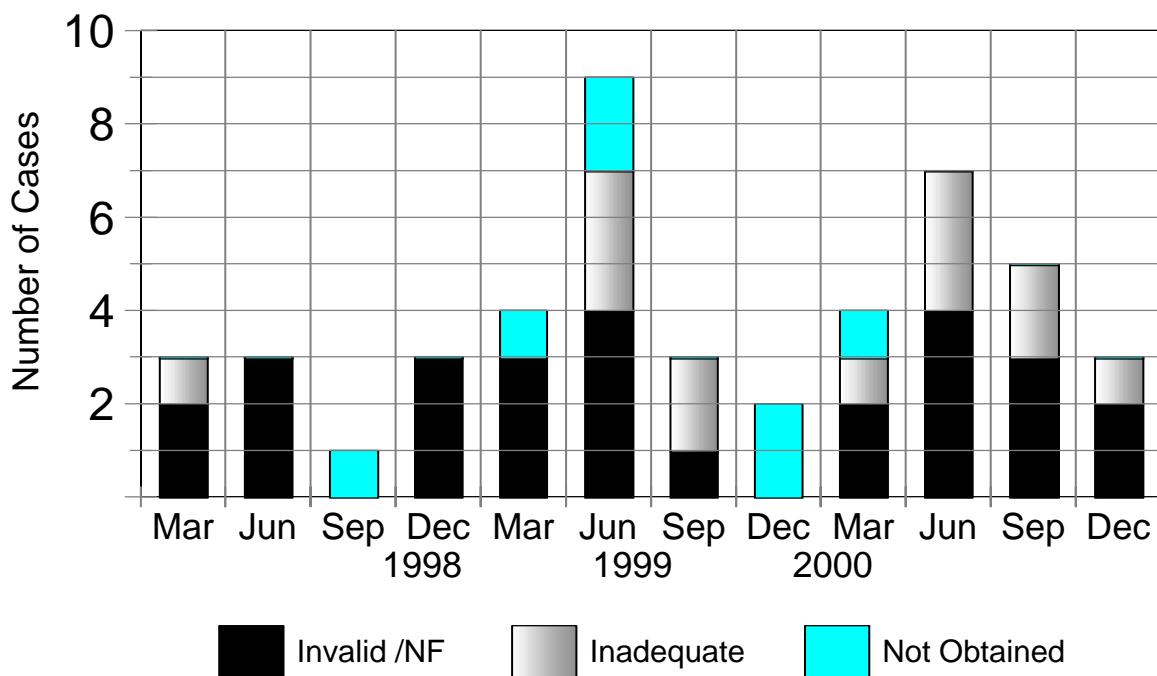
KS - Claimant Information Problems Nonseparations - - 1998 - 2000



KS - Employer Information Problems Separations - 1998 - 2000

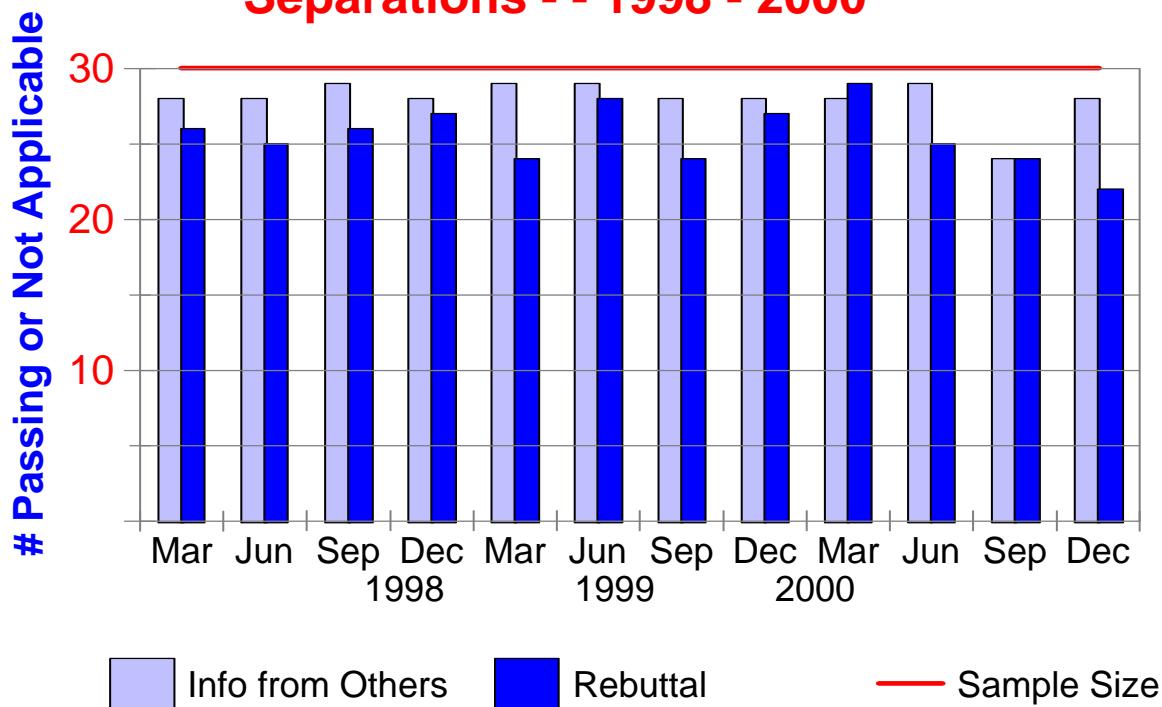


KS - Employer Information Problems Nonseparations - 1998 - 2000



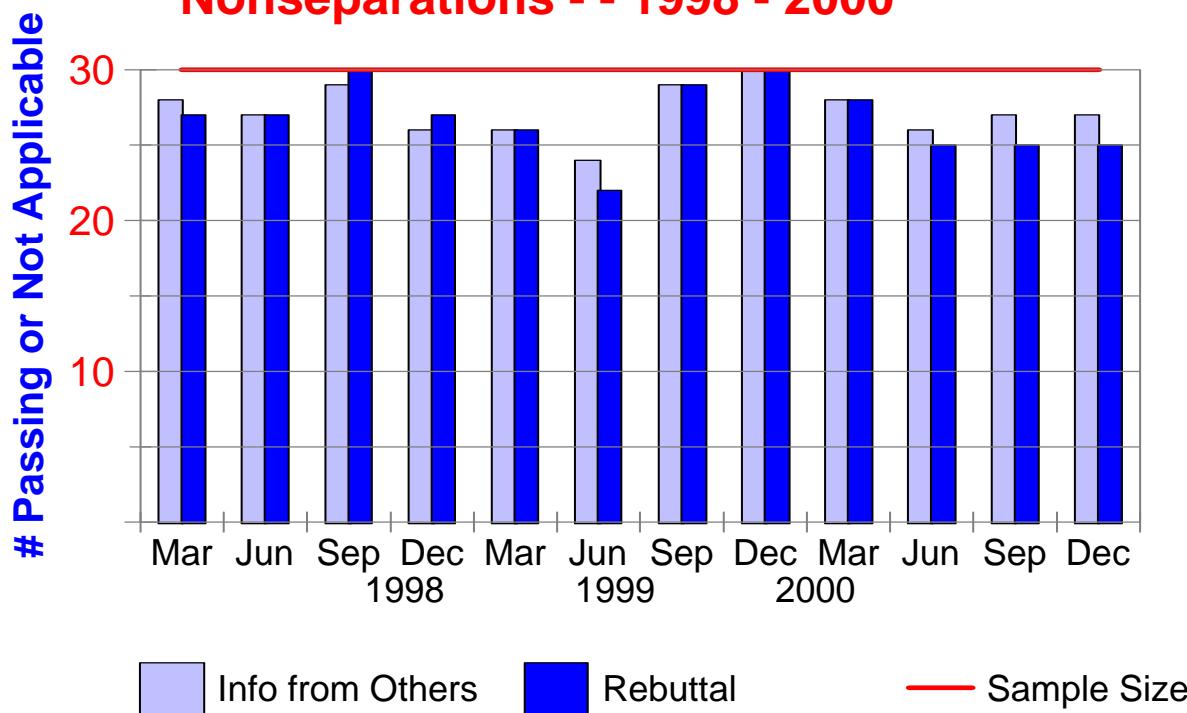
KS- Information from Others & Rebuttal

Separations - - 1998 - 2000

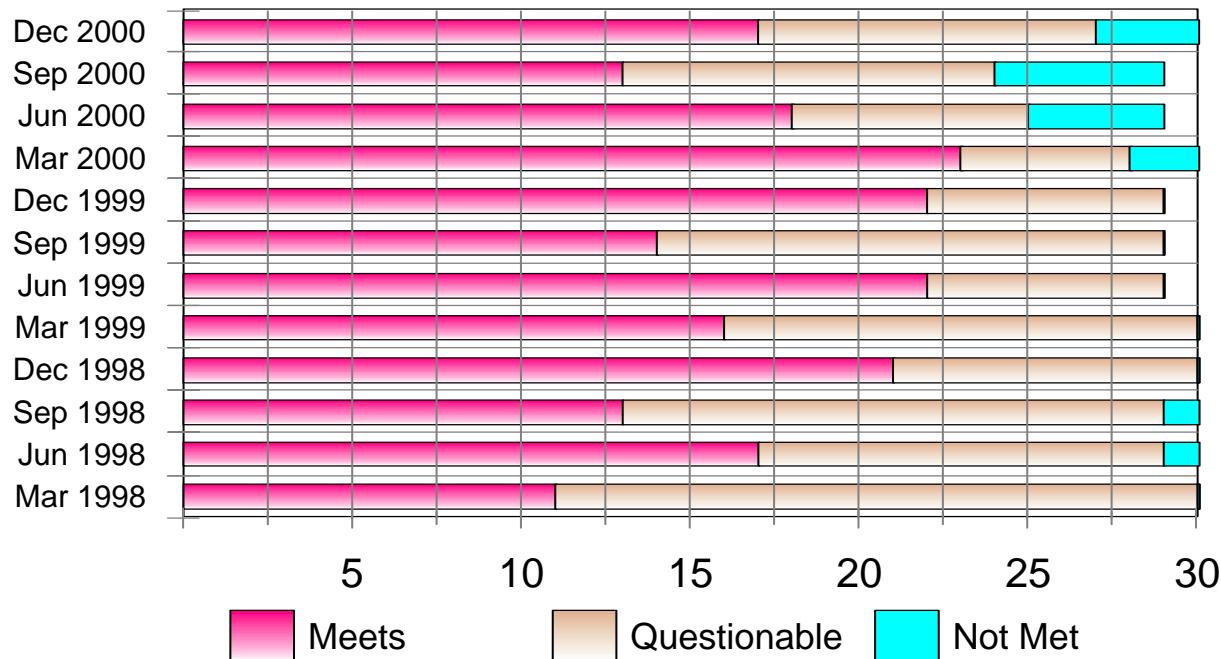


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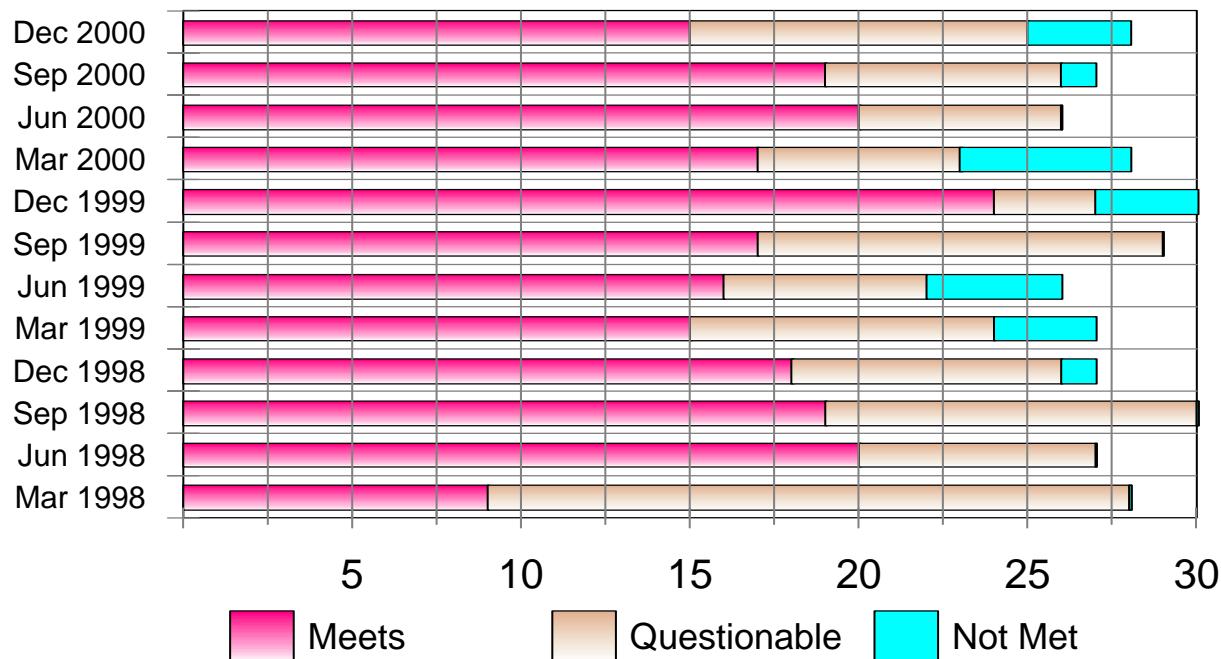
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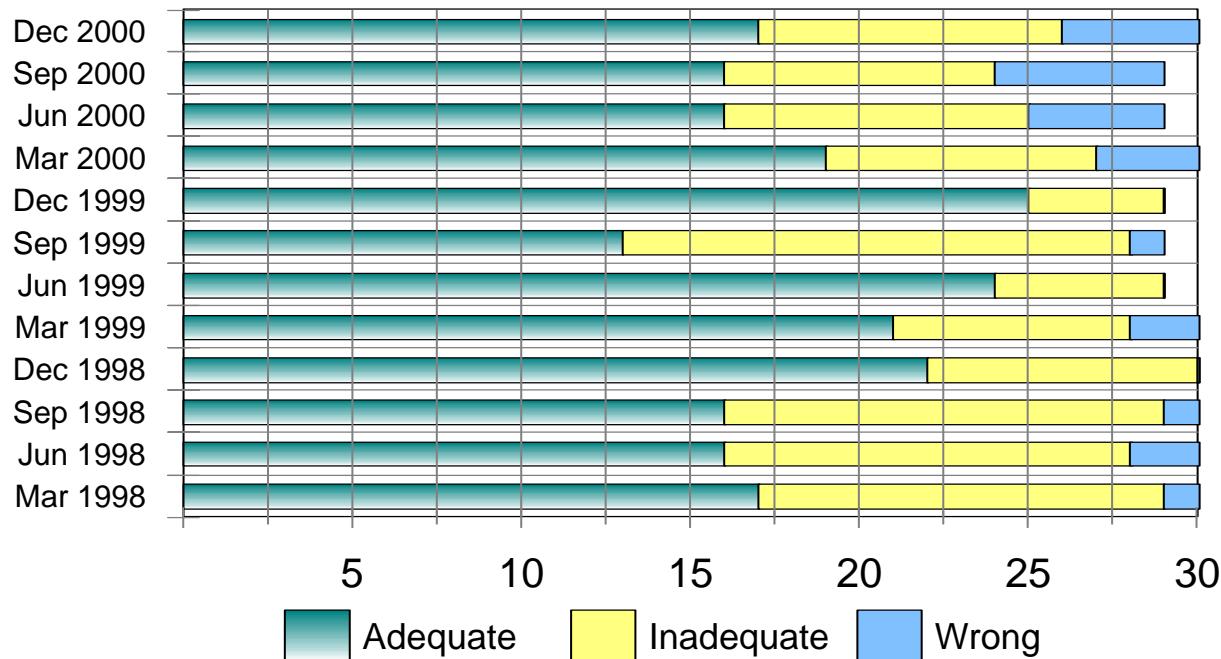
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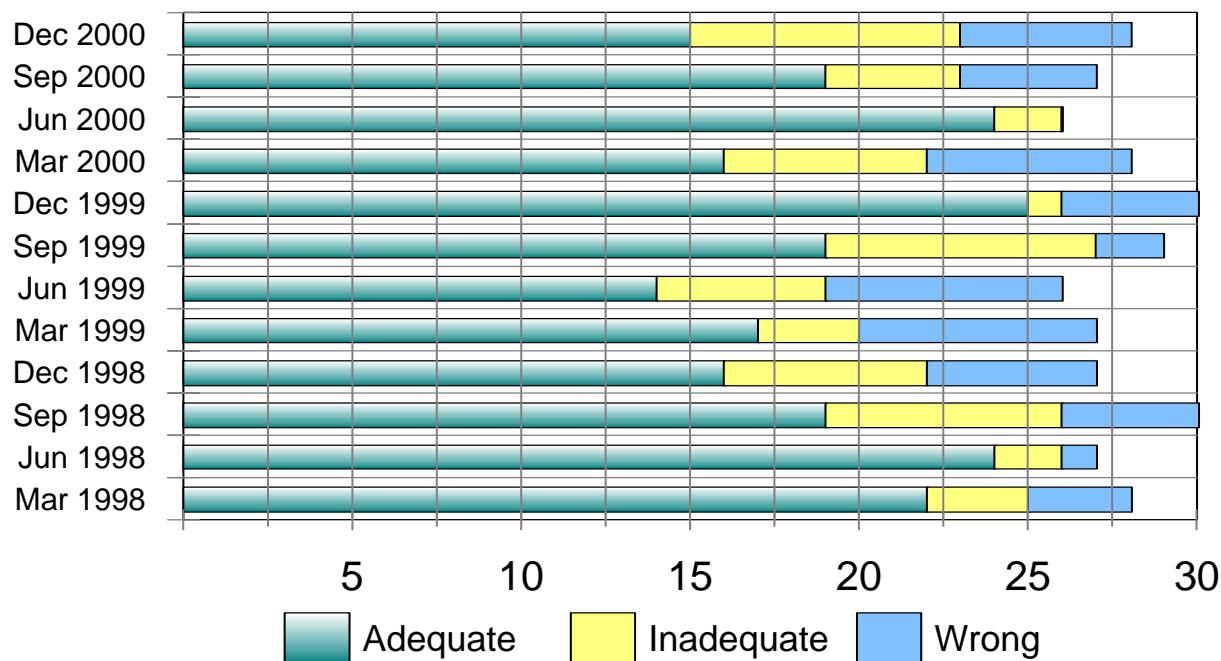
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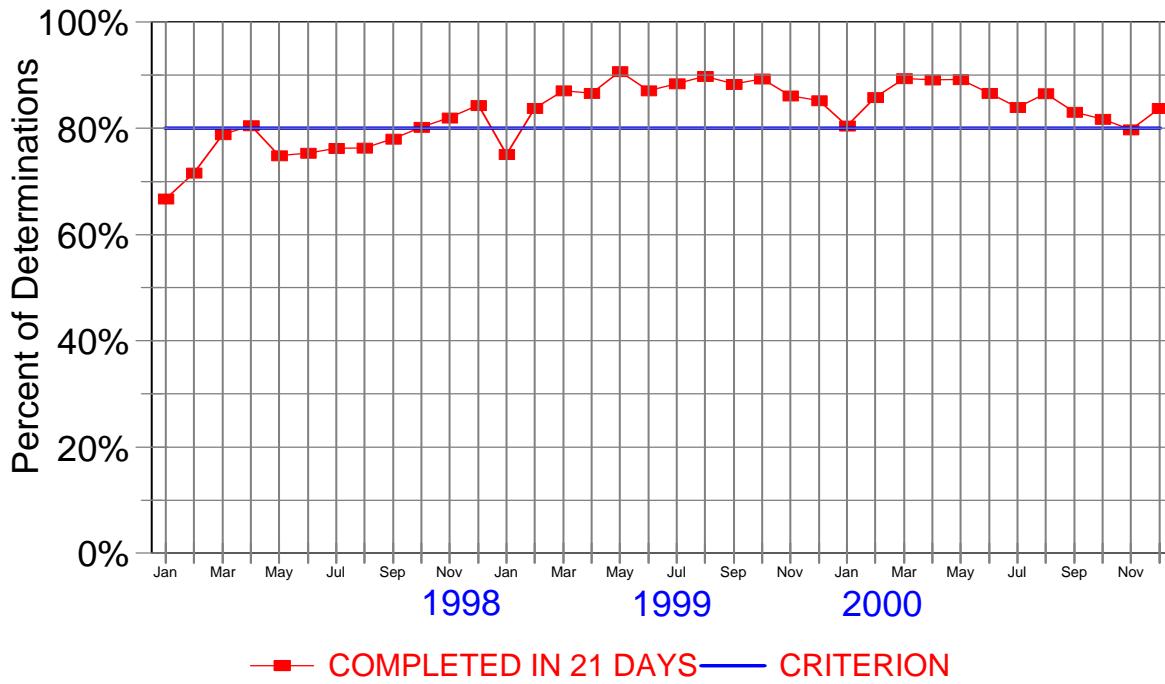
KS - Written Determination - Results Separations - - 1998 - 2000



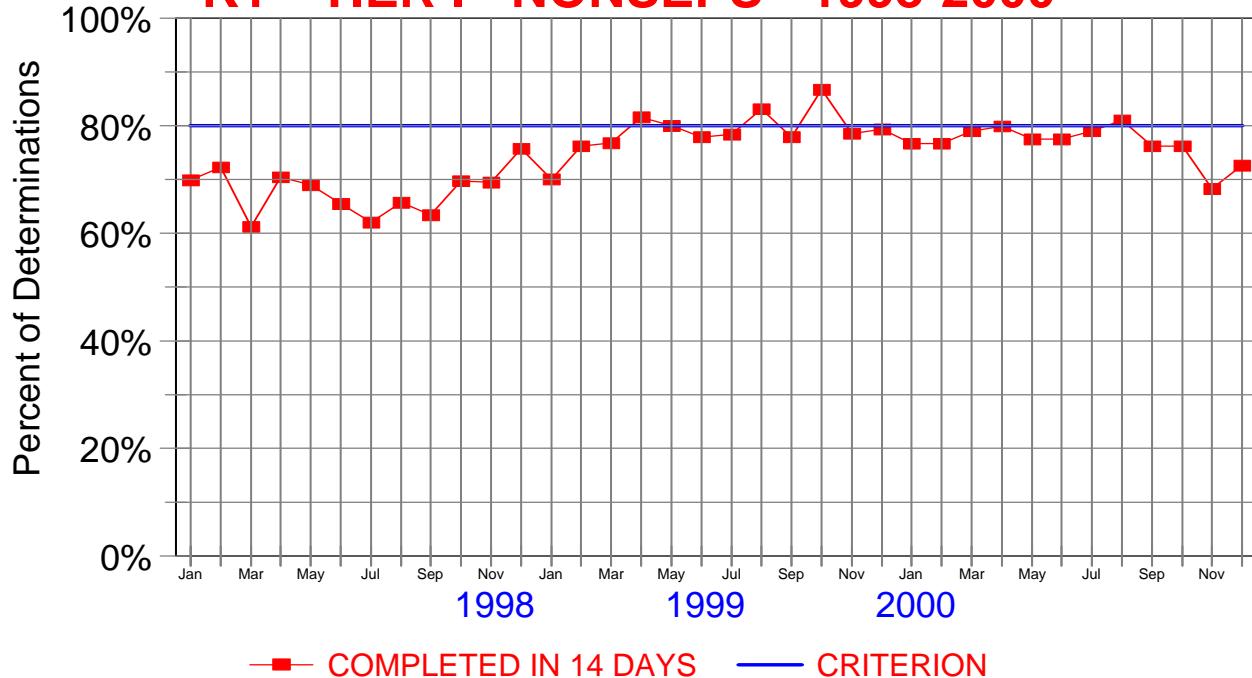
KS - Written Determination - Results Nonseparations - - 1998 - 2000



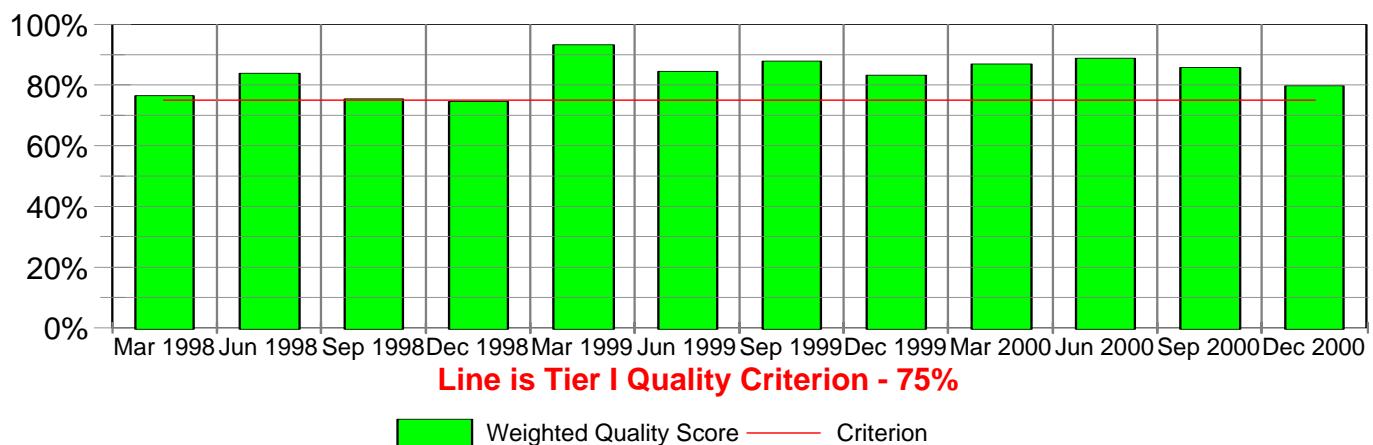
Nonmonetary Determinations Timeliness KY - TIER I - SEPARATIONS - 1998-2000



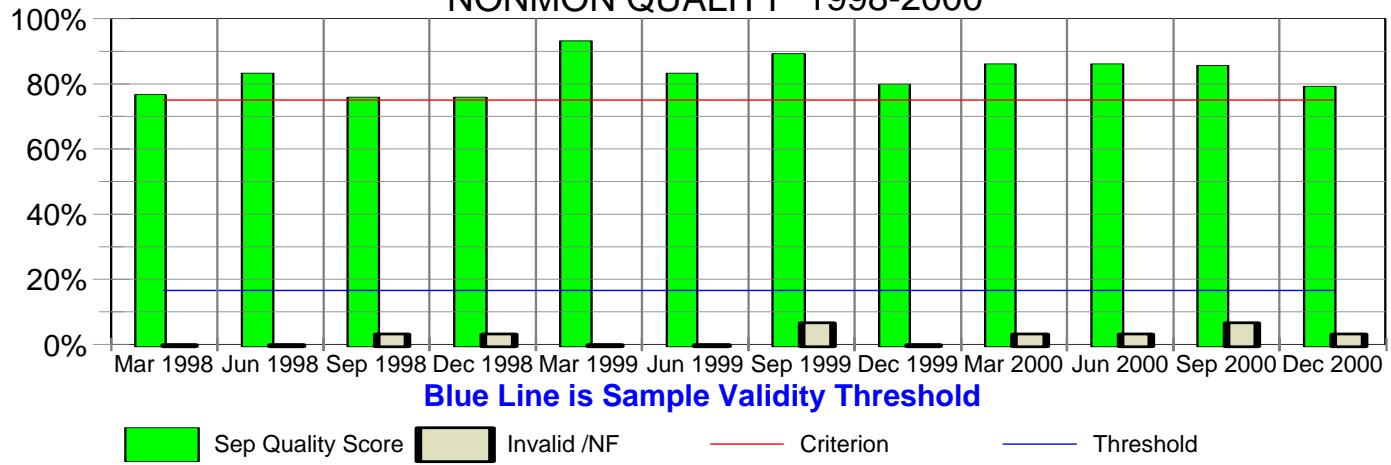
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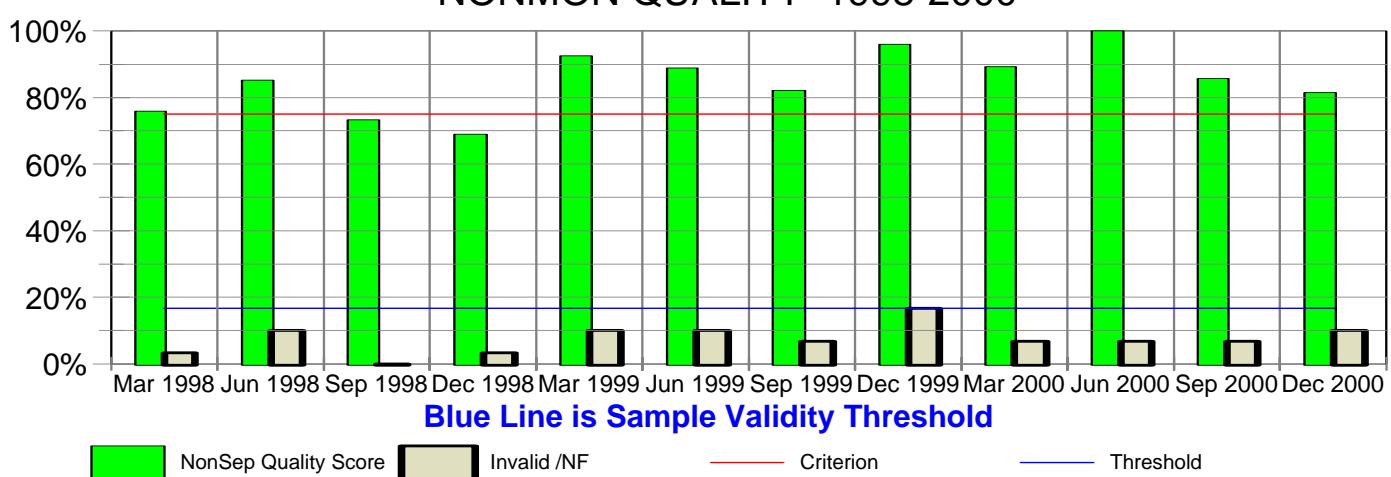
KENTUCKY NONMON QUALITY 1998-2000



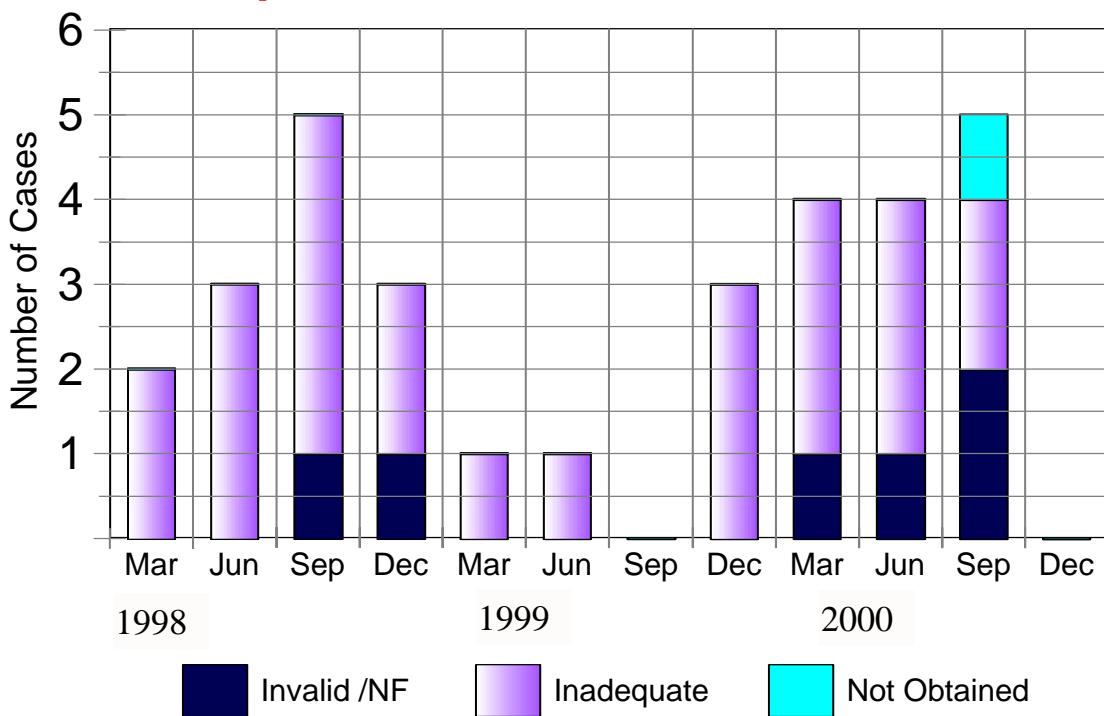
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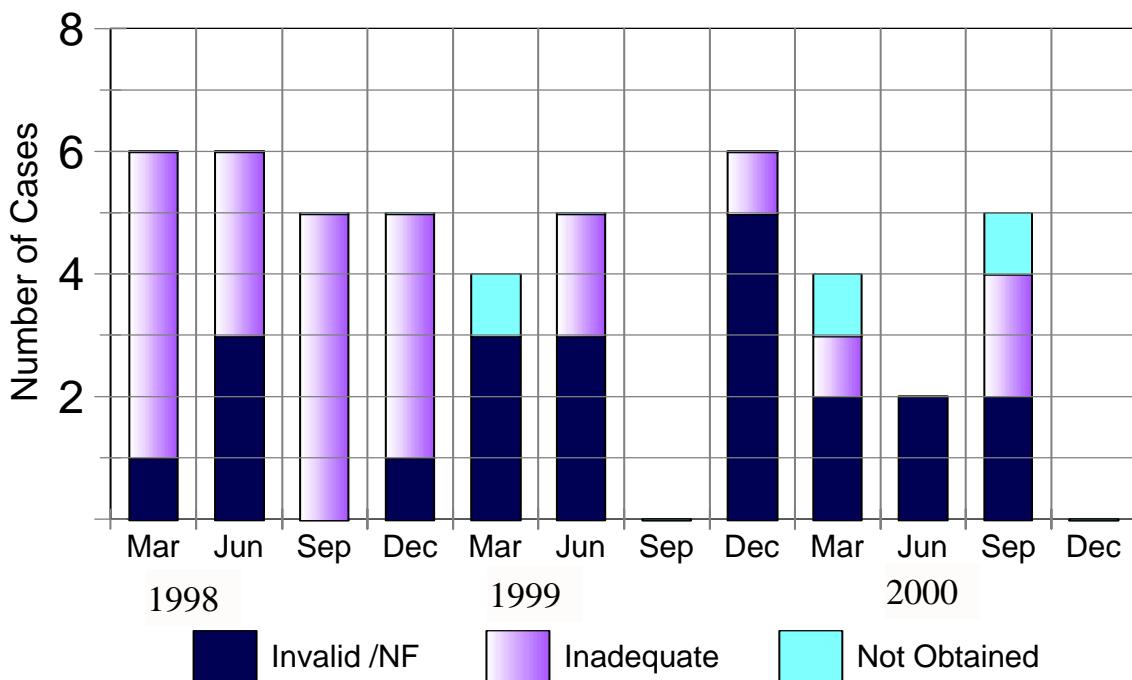
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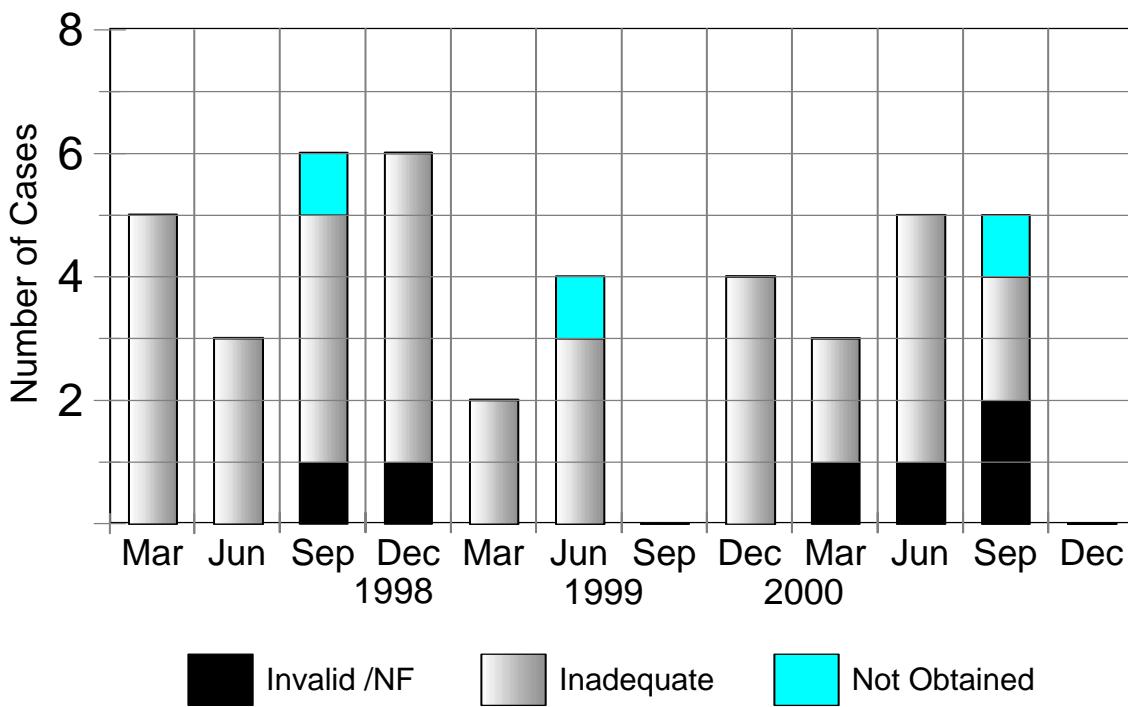
KY - Claimant Information Problems Separations - - 1998 - 2000



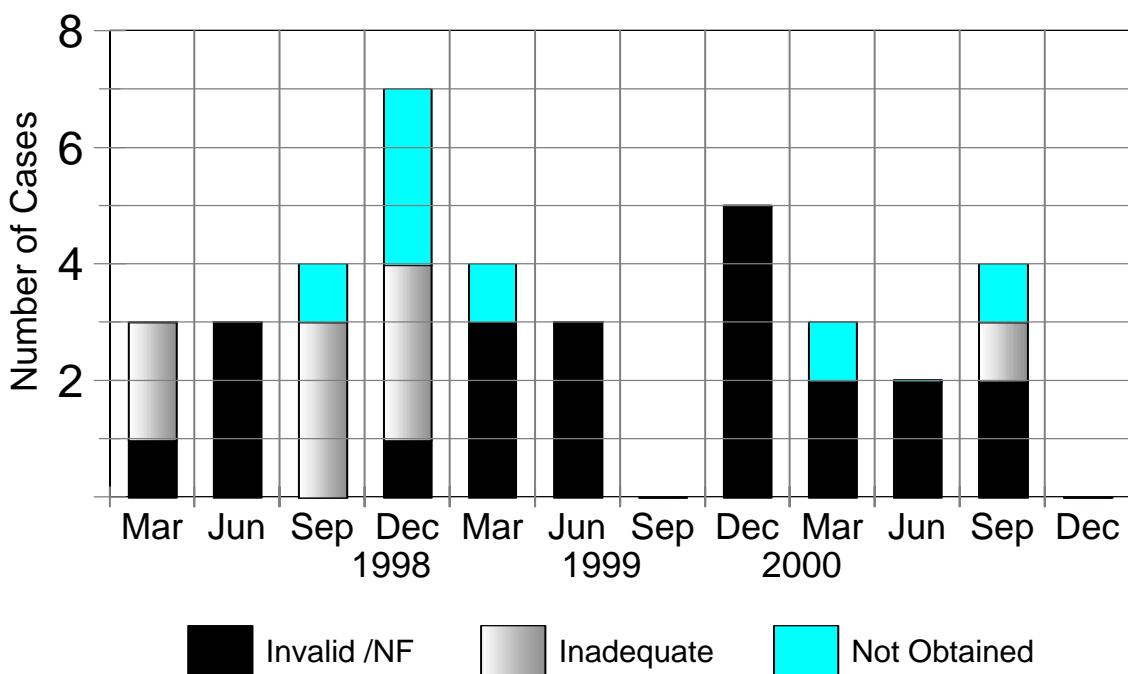
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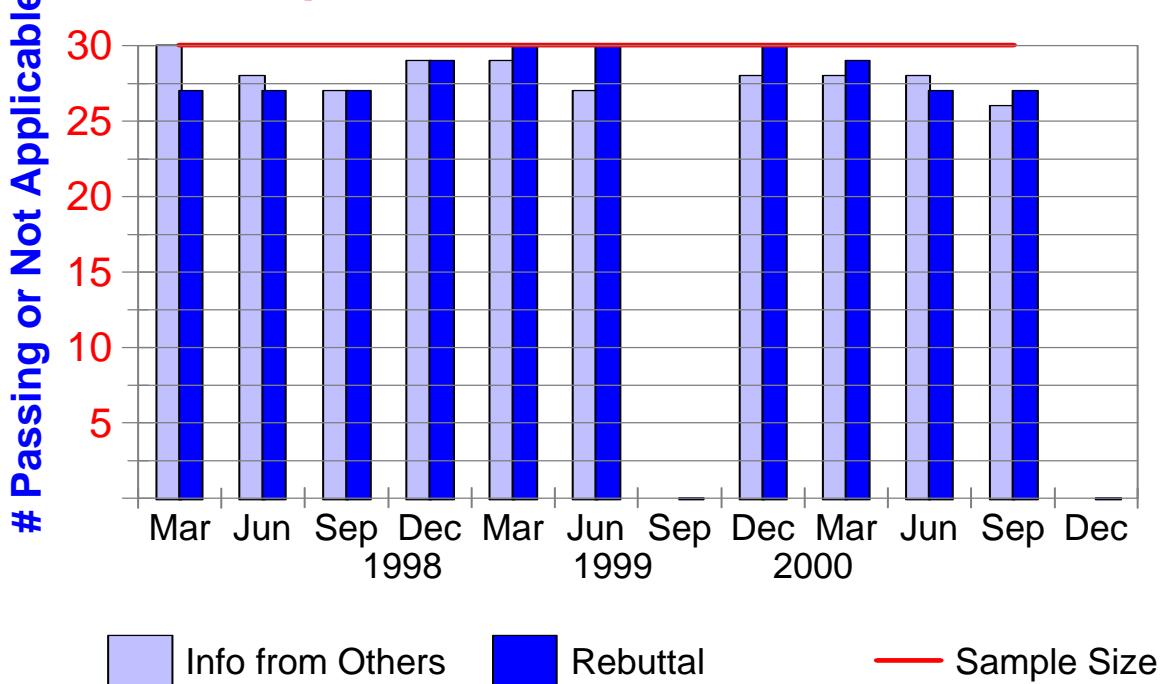
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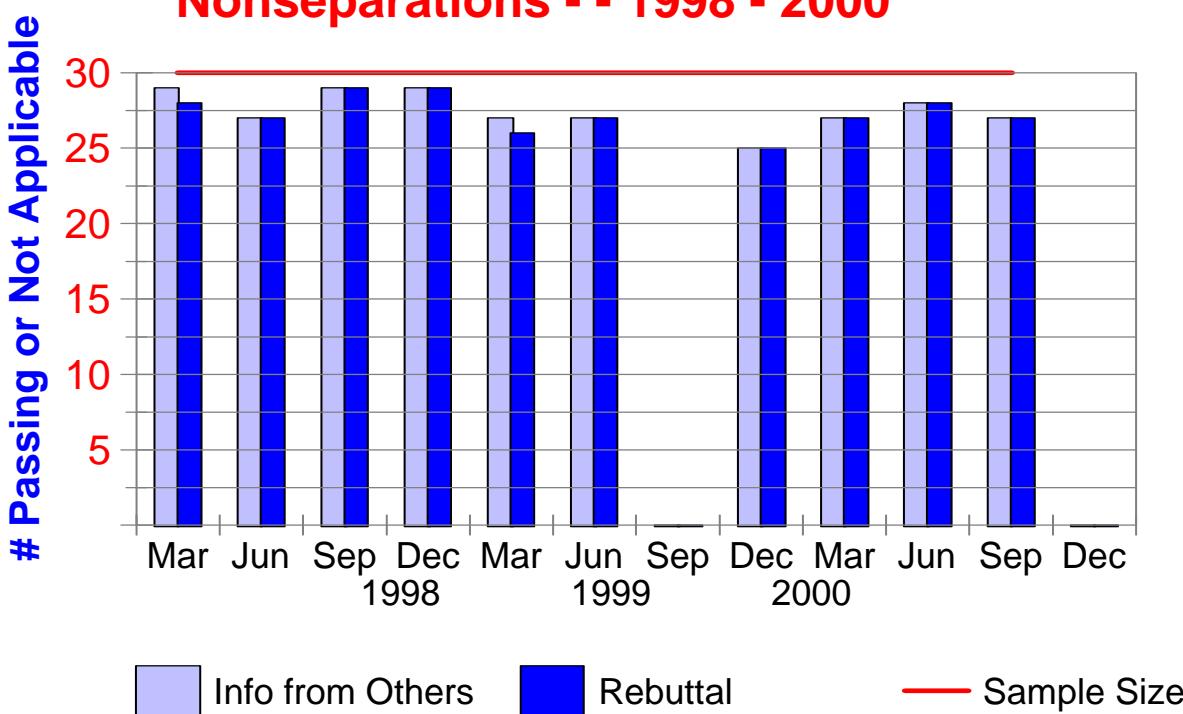
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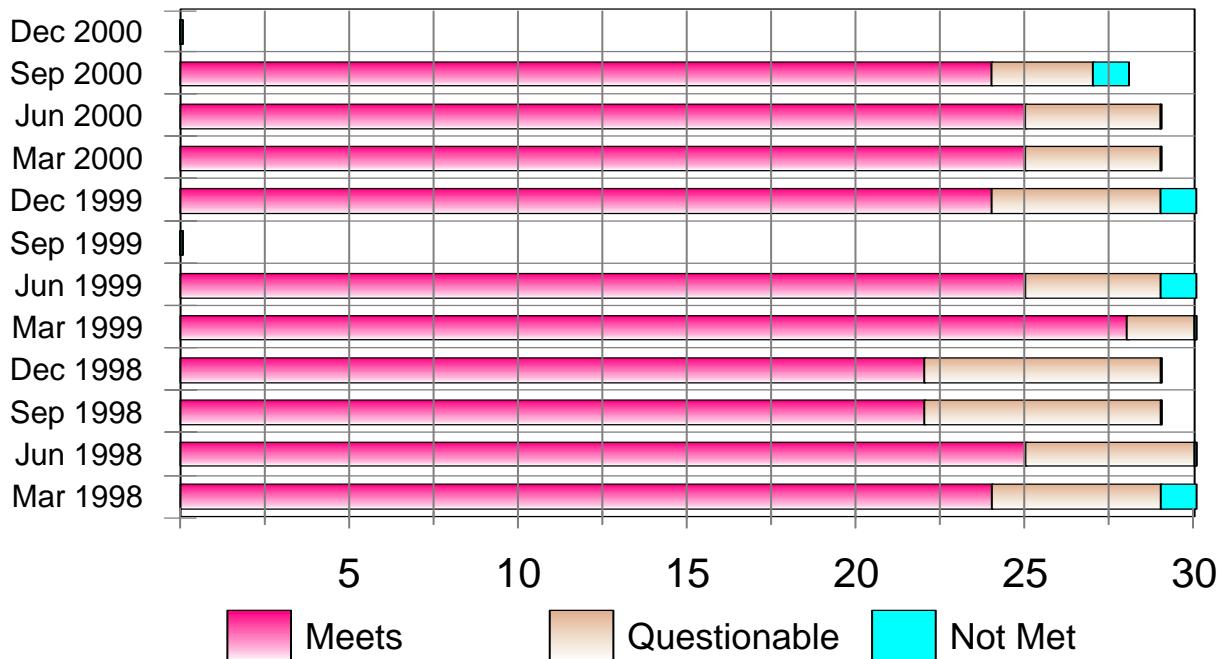
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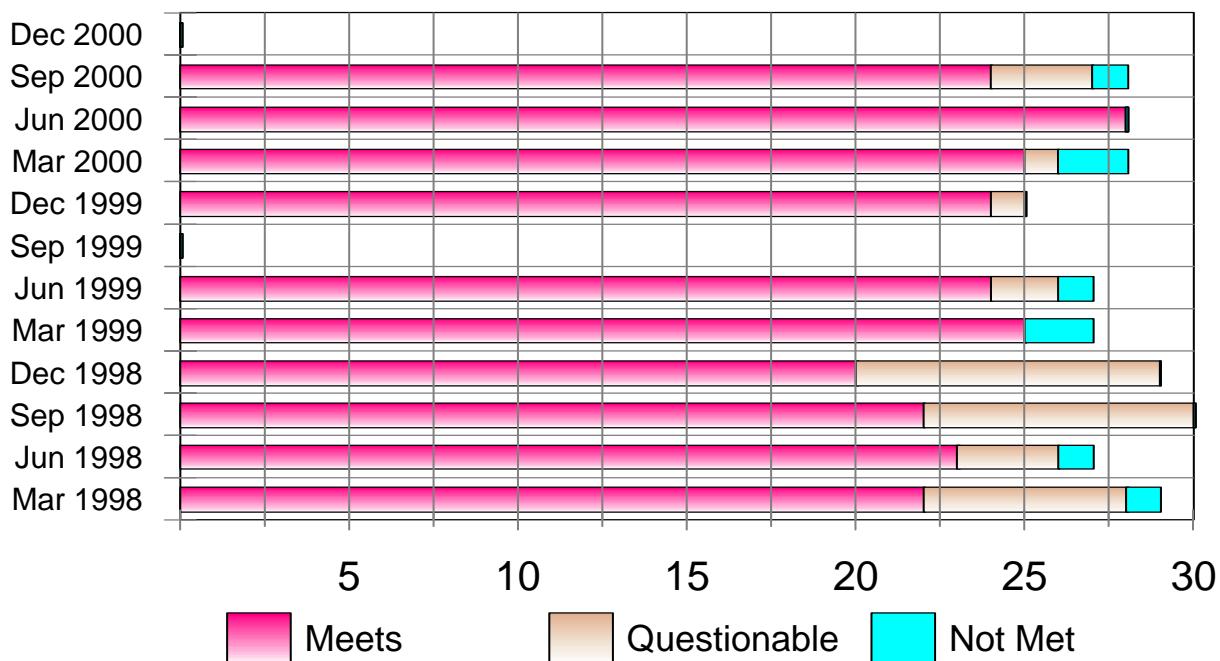
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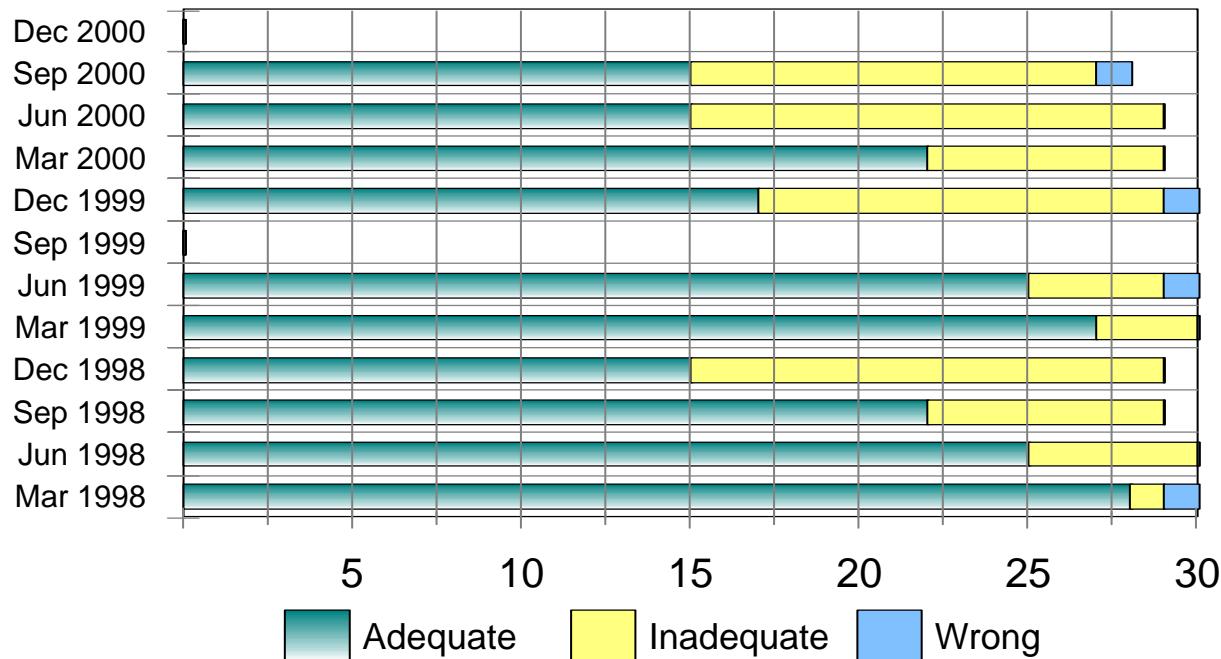
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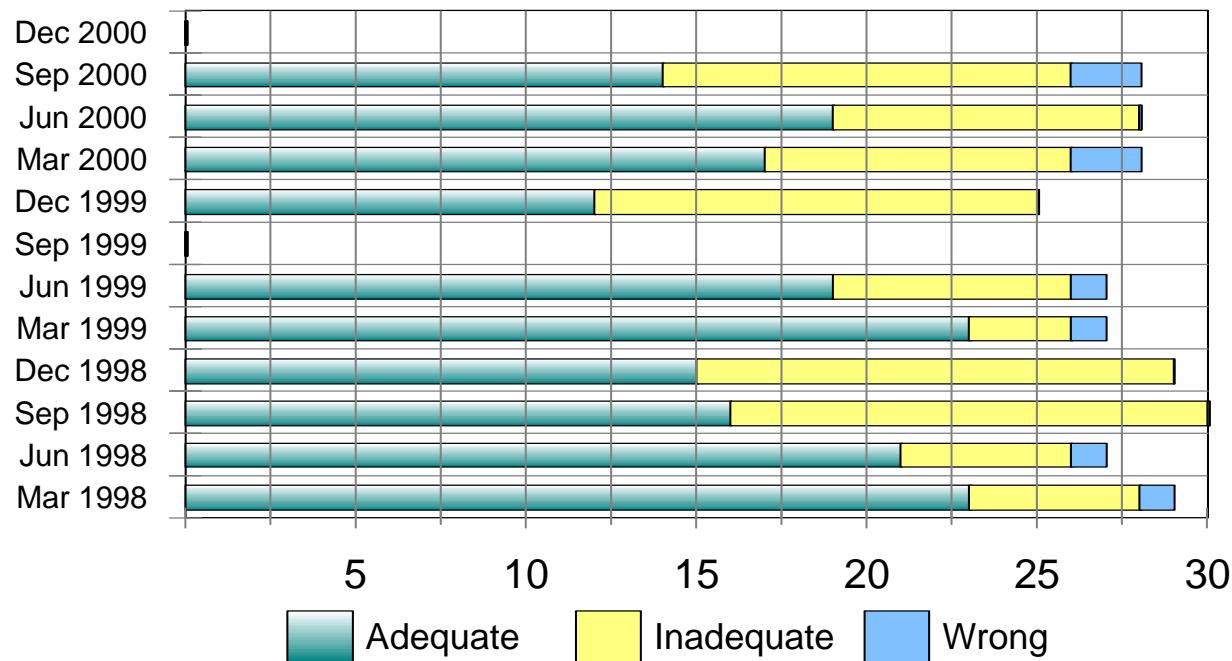
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KY - Written Determination - Results Separations - - 1998 - 2000

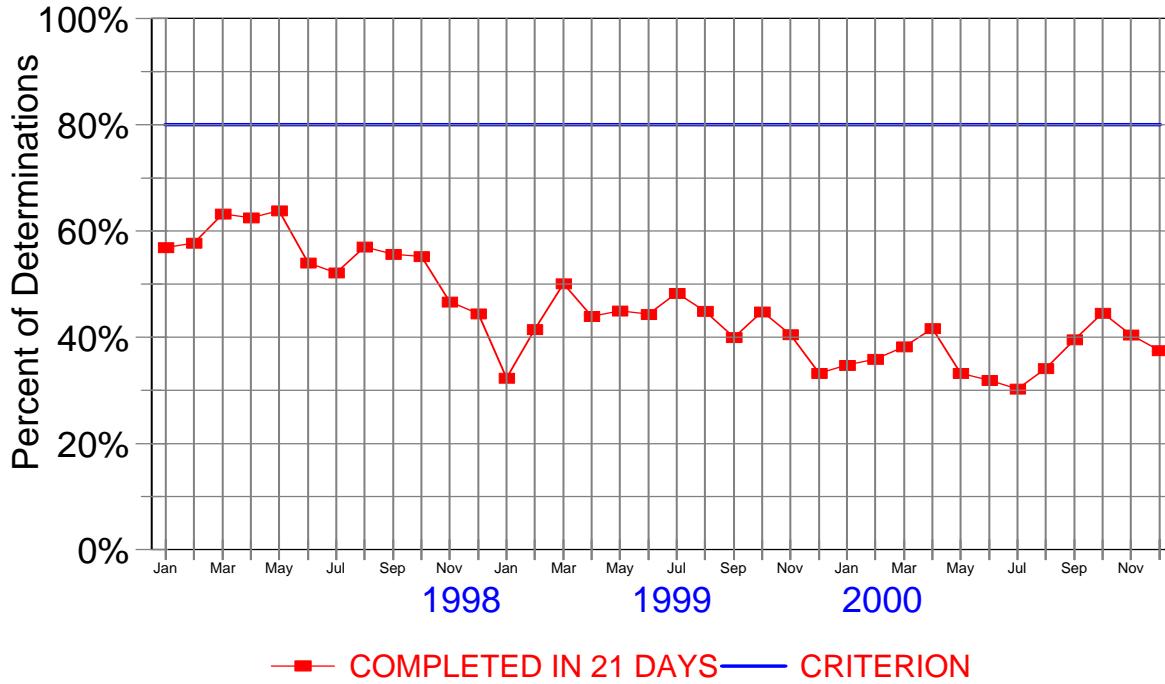


KY - Written Determination - Results Nonseparations - - 1998 - 2000



LOUISIANA

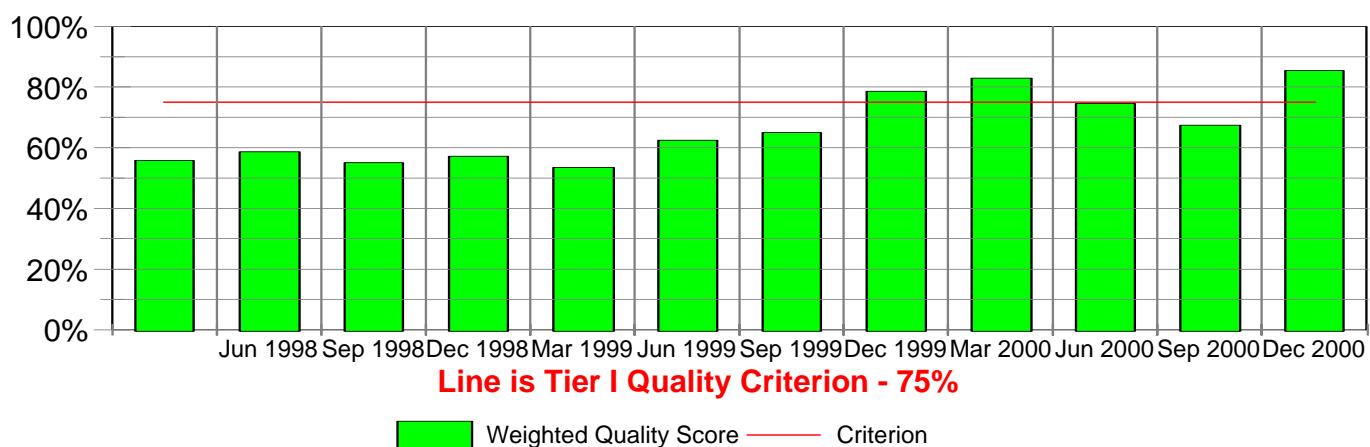
Nonmonetary Determinations Timeliness LA - TIER I - SEPARATIONS - 1998-2000



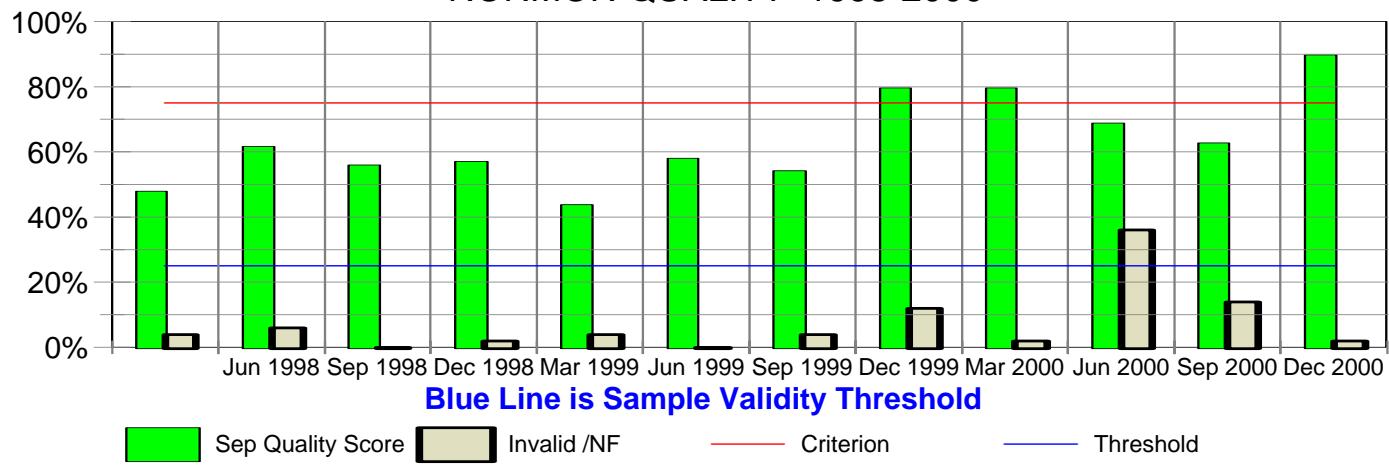
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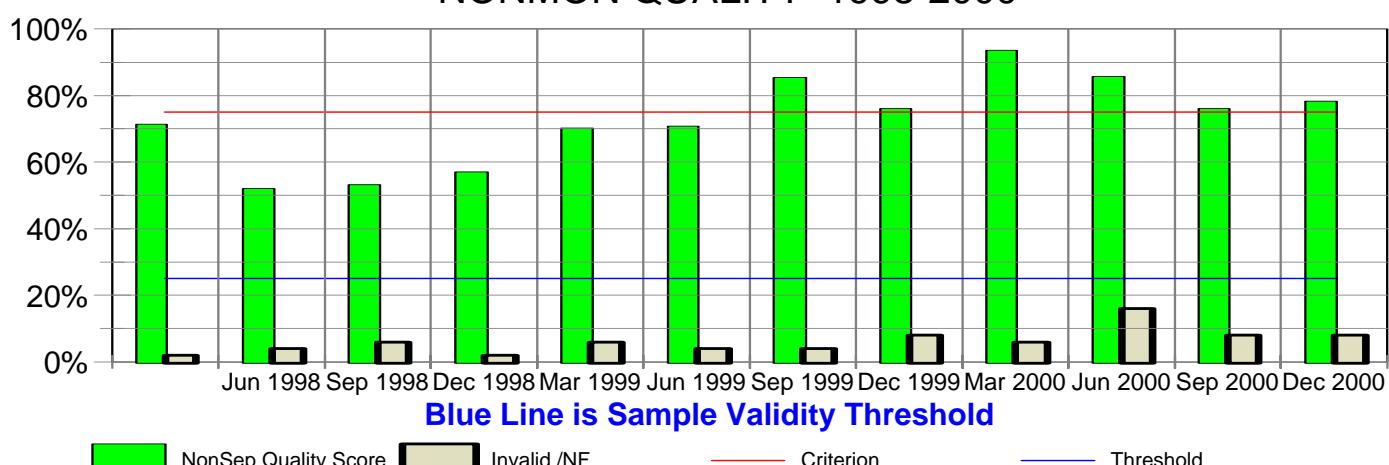
LOUISIANA NONMON QUALITY 1998-2000

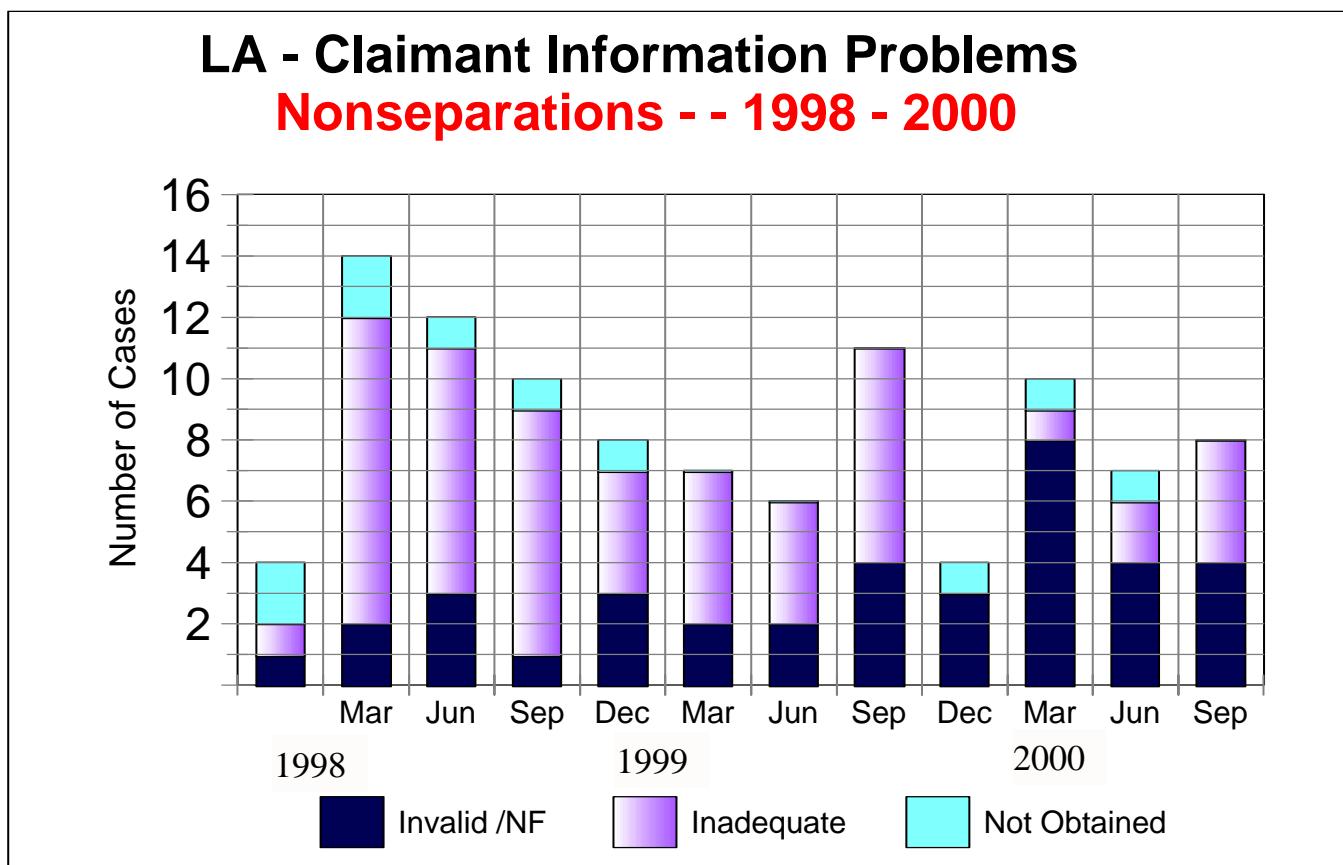
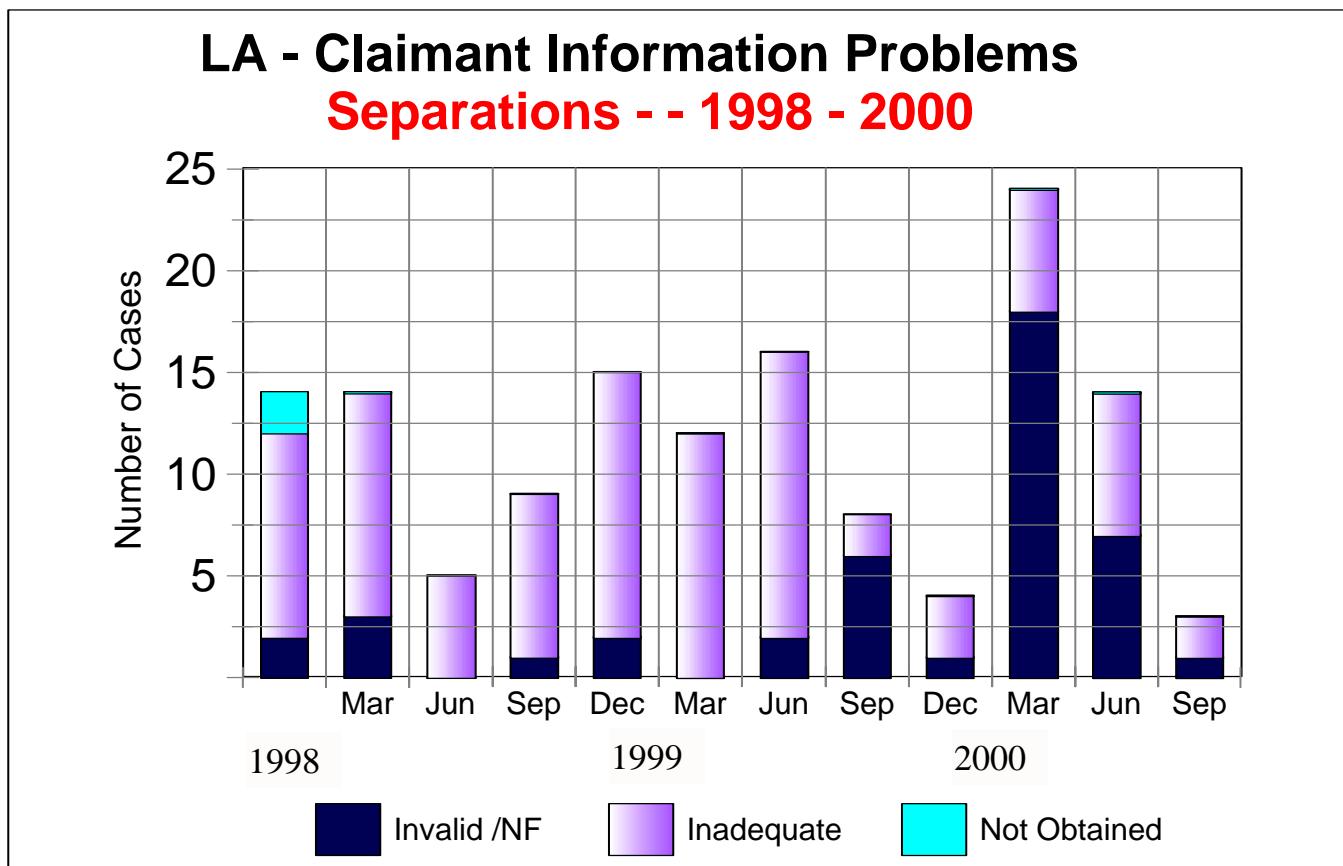


LOUISIANA: SEPARATIONS NONMON QUALITY 1998-2000

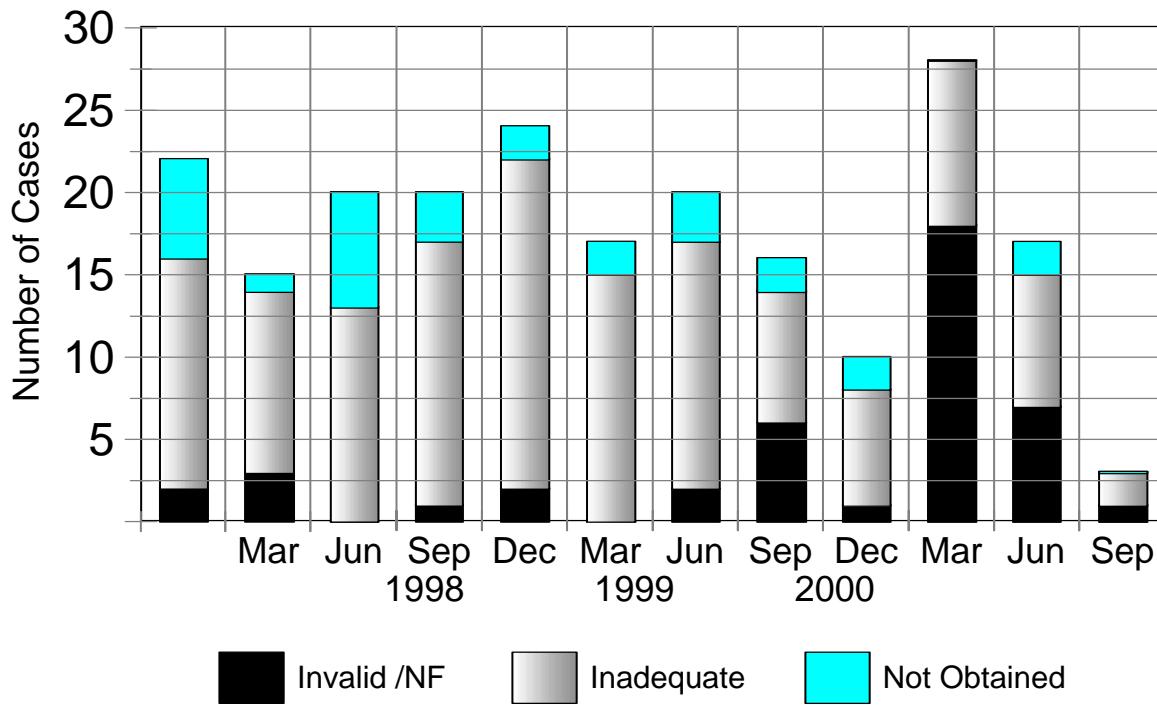


LOUISIANA: NONSEPARATIONS NONMON QUALITY 1998-2000

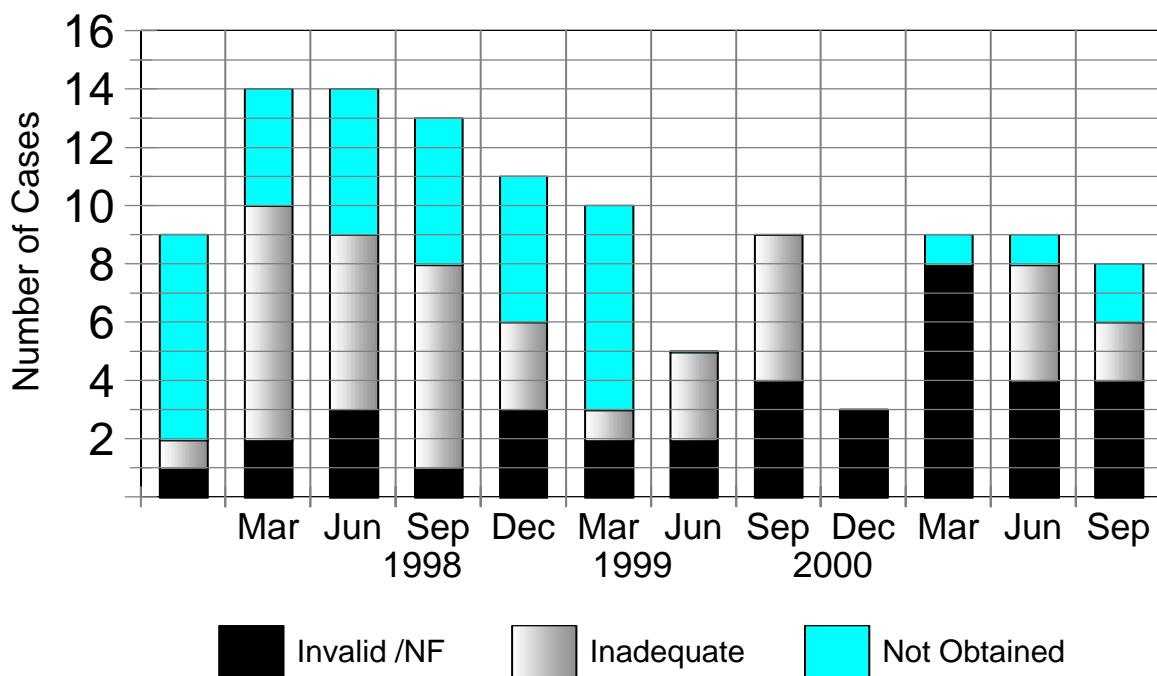




LA - Employer Information Problems Separations - 1998 - 2000

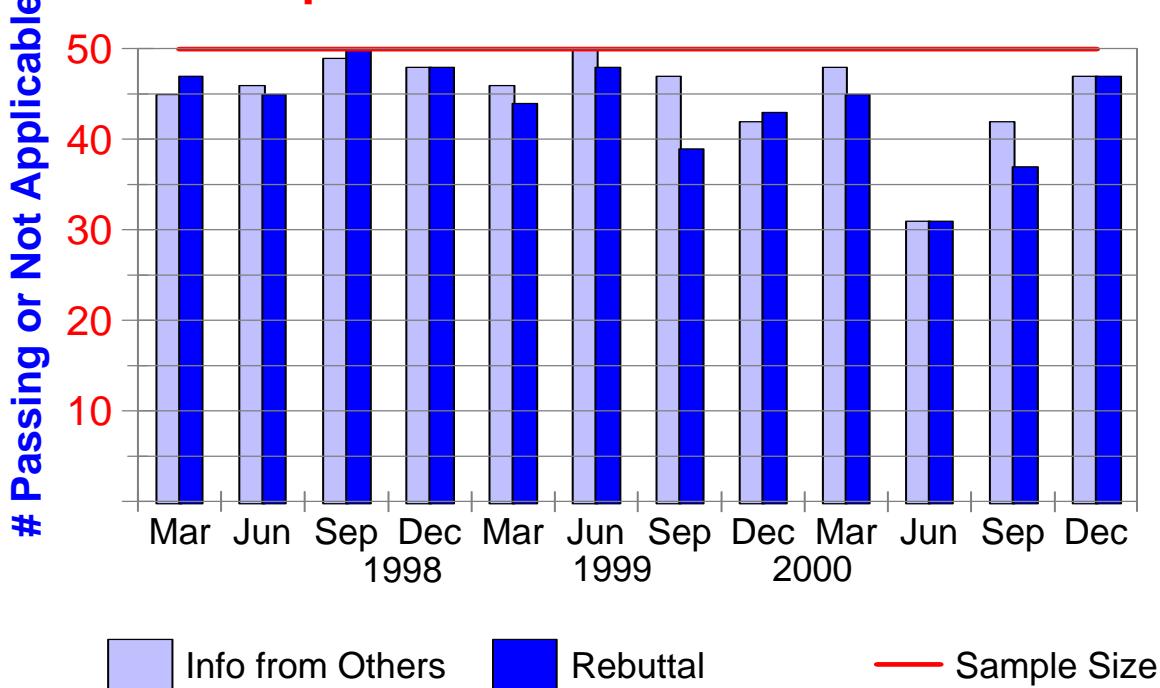


LA - Employer Information Problems Nonseparations - - 1998 - 2000



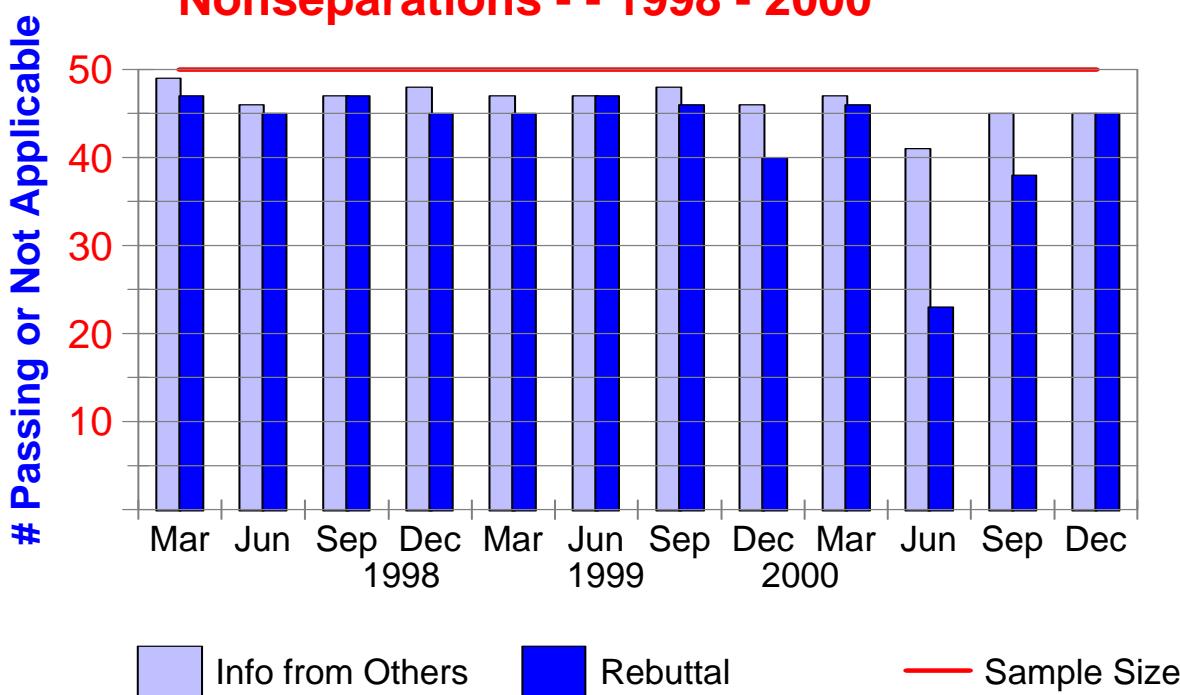
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Separations - - 1998 - 2000

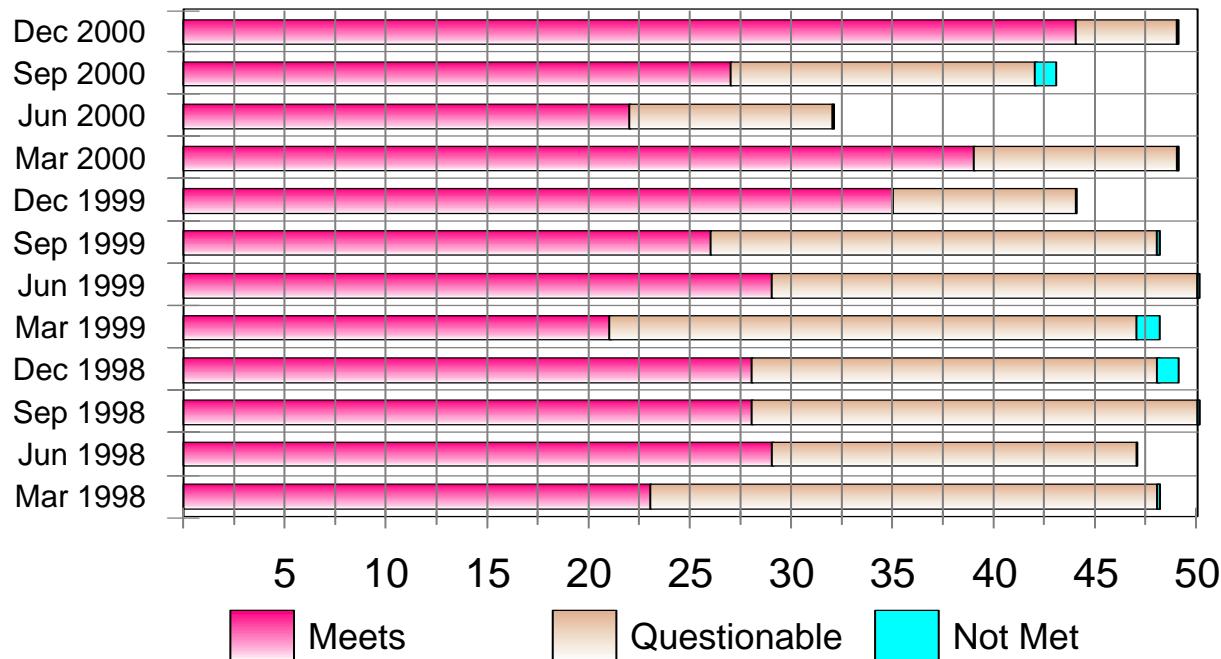


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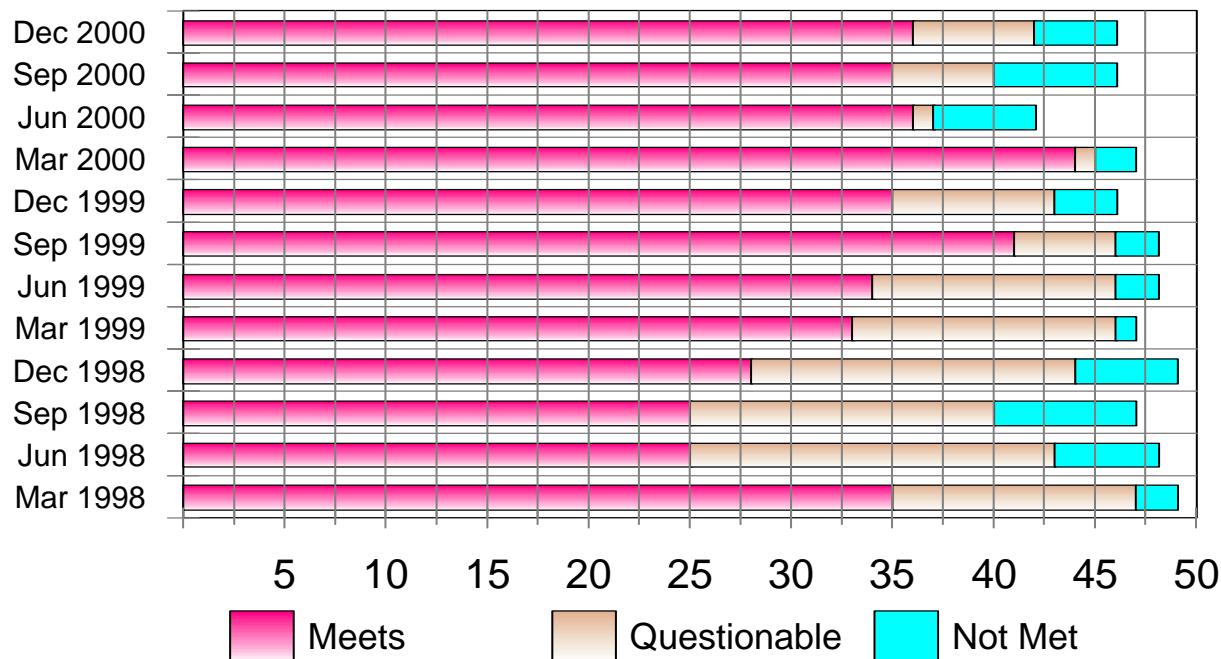
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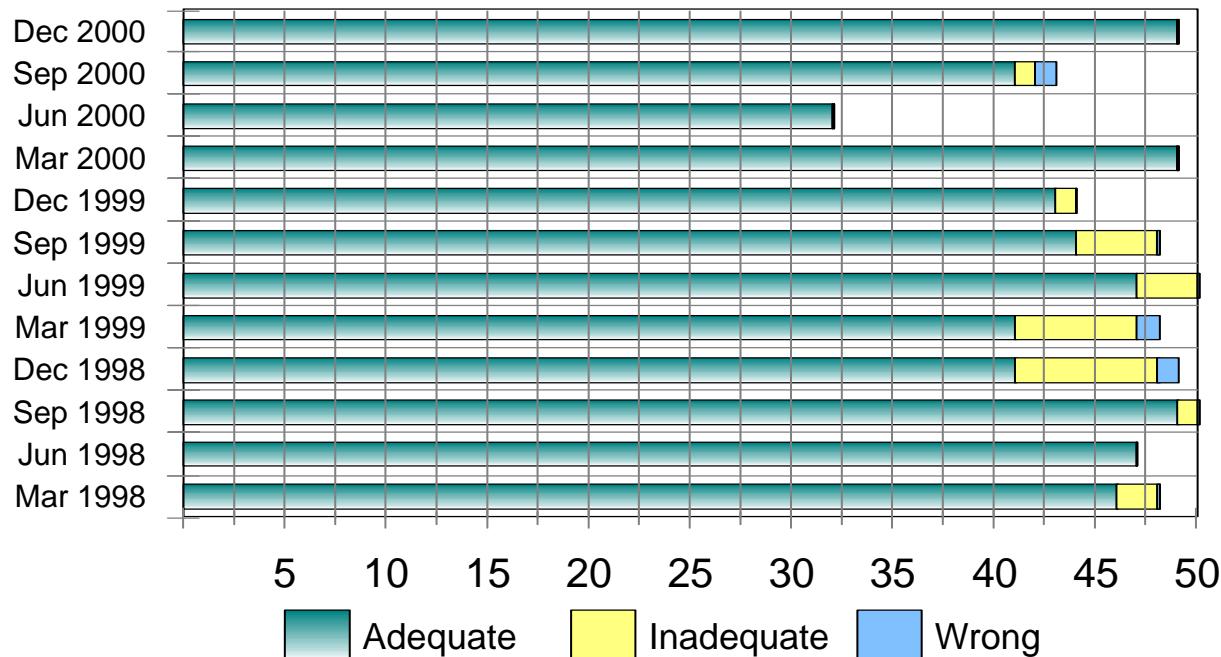
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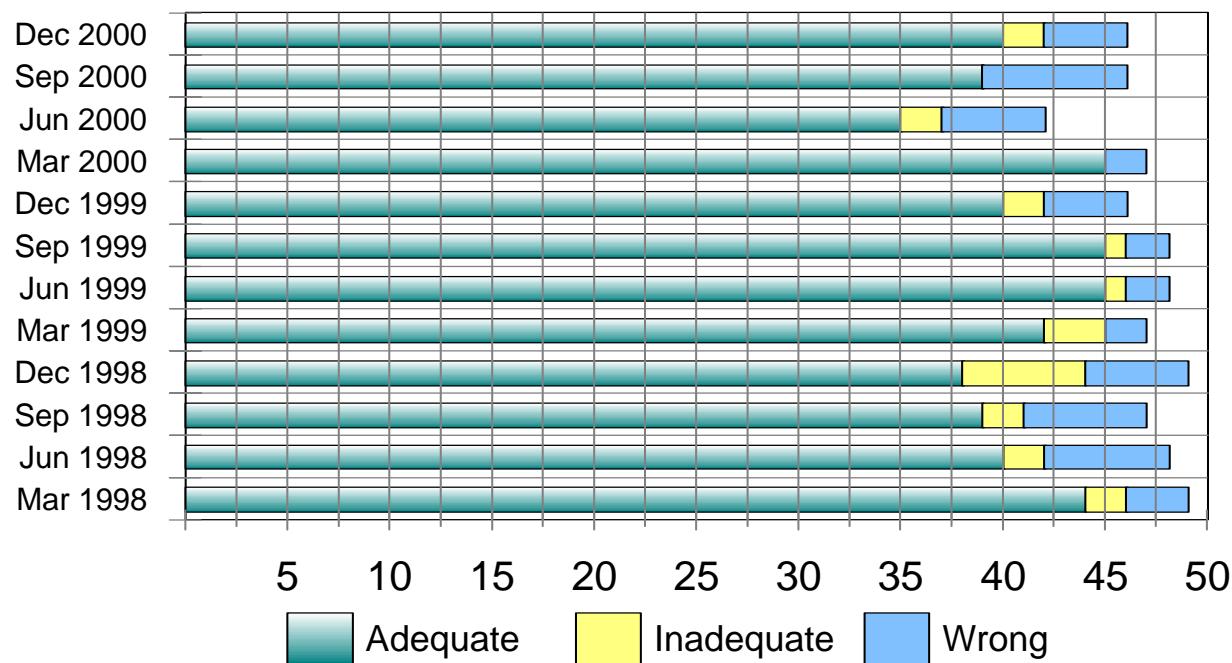
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LA - Written Determination - Results Separations - - 1998 - 2000

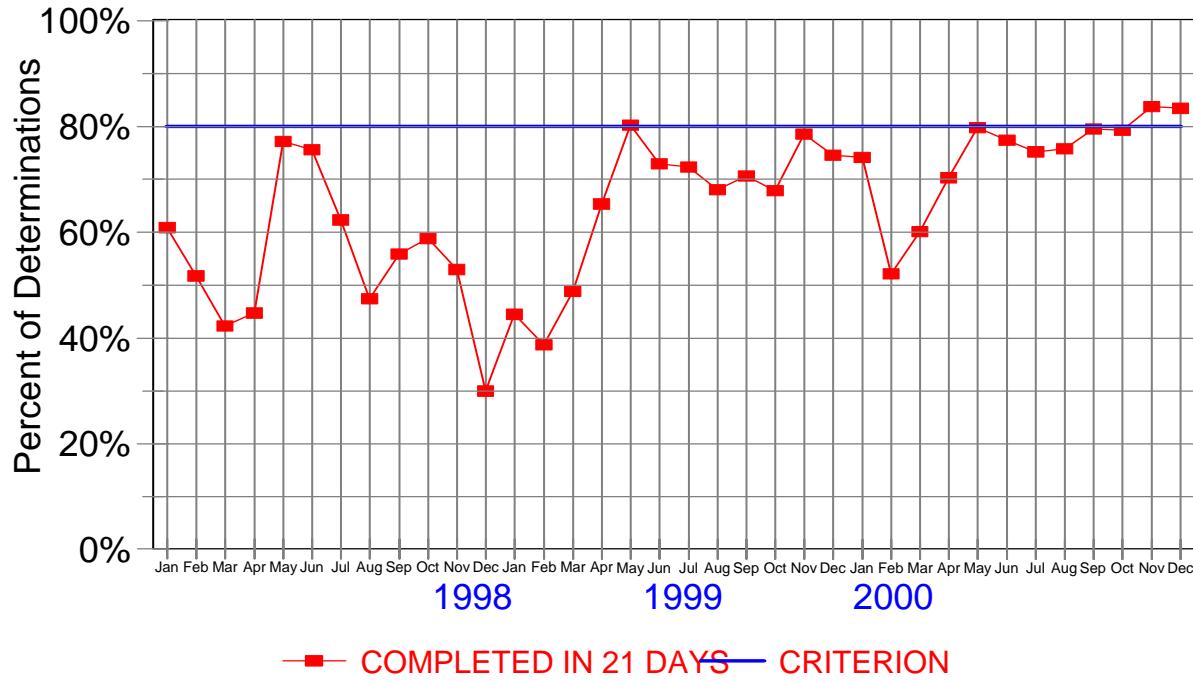


LA - Written Determination - Results Nonseparations - - 1998 - 2000

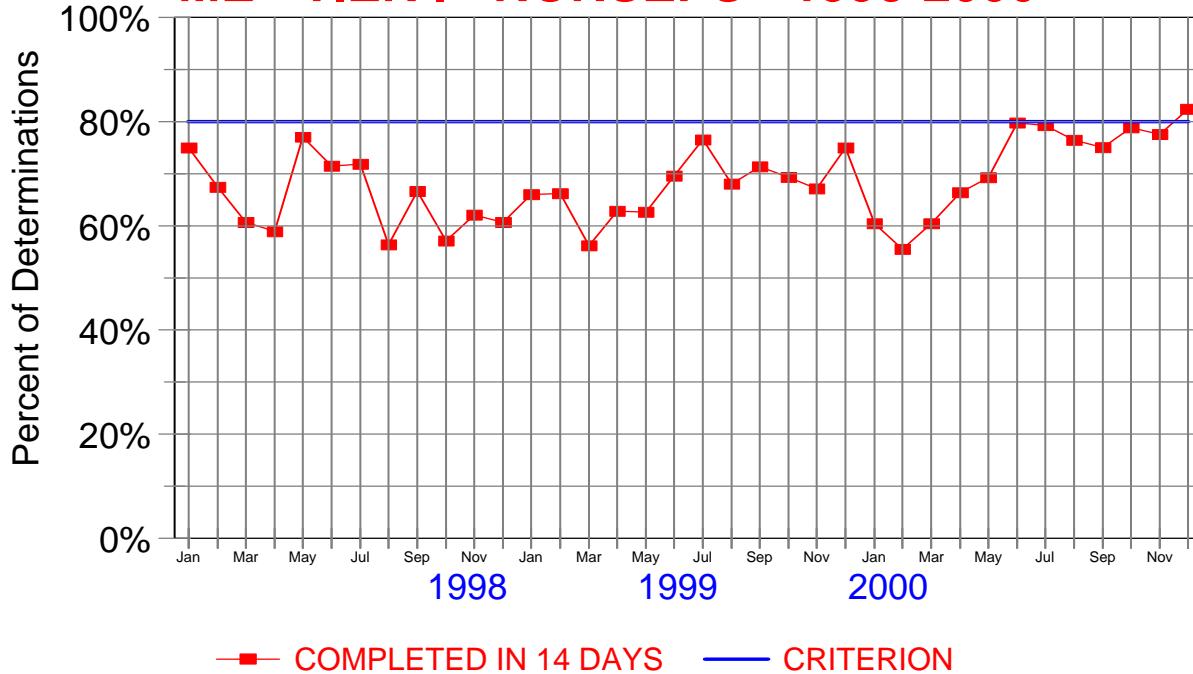


MAINE

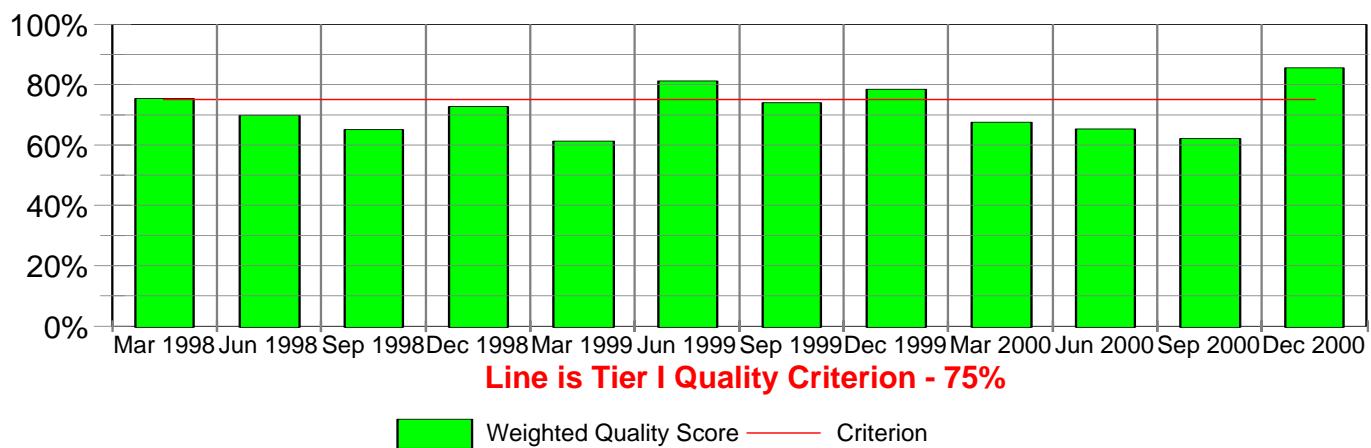
Nonmonetary Determinations Timeliness ME - TIER I - SEPARATIONS - 1998-2000



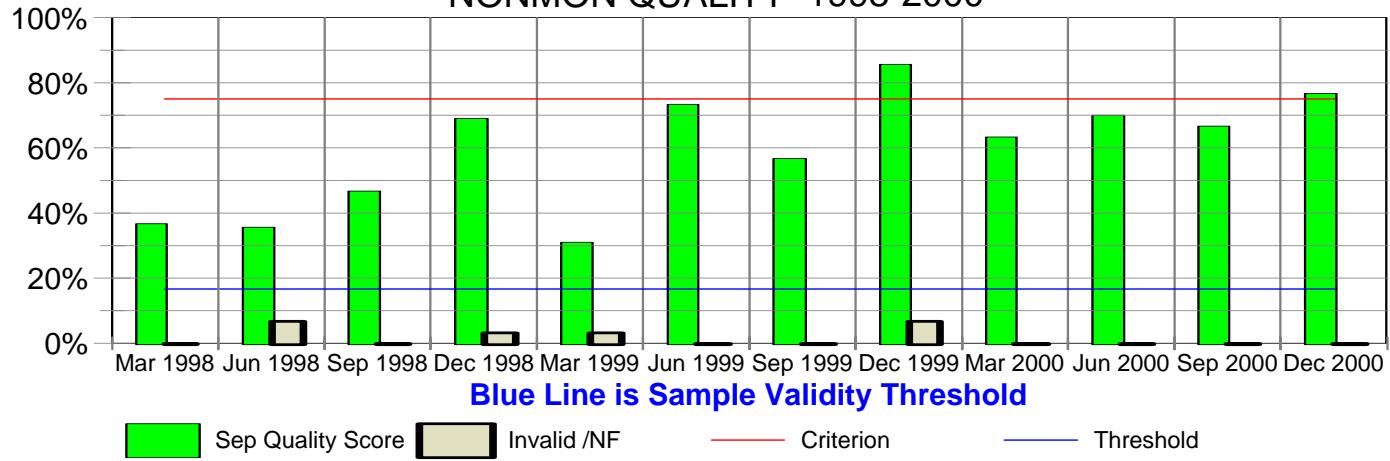
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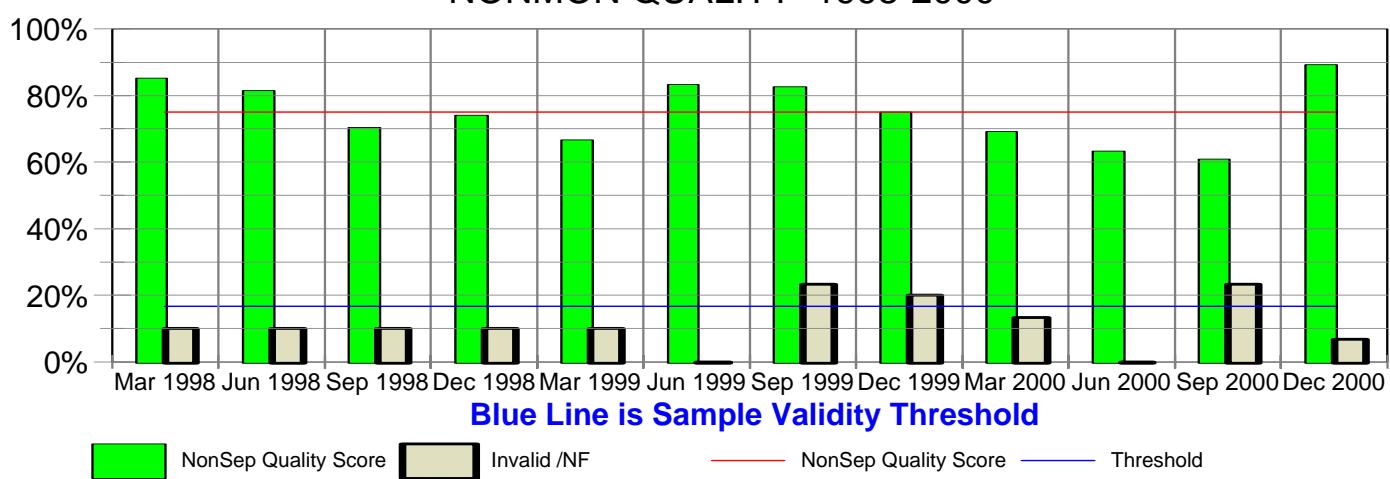
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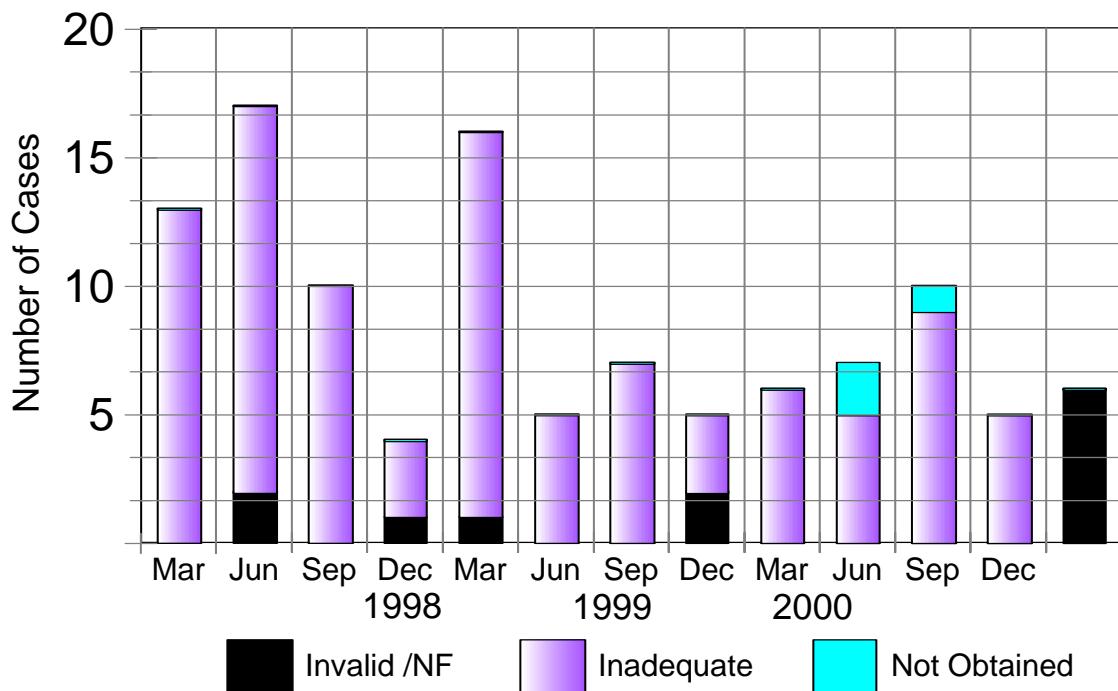
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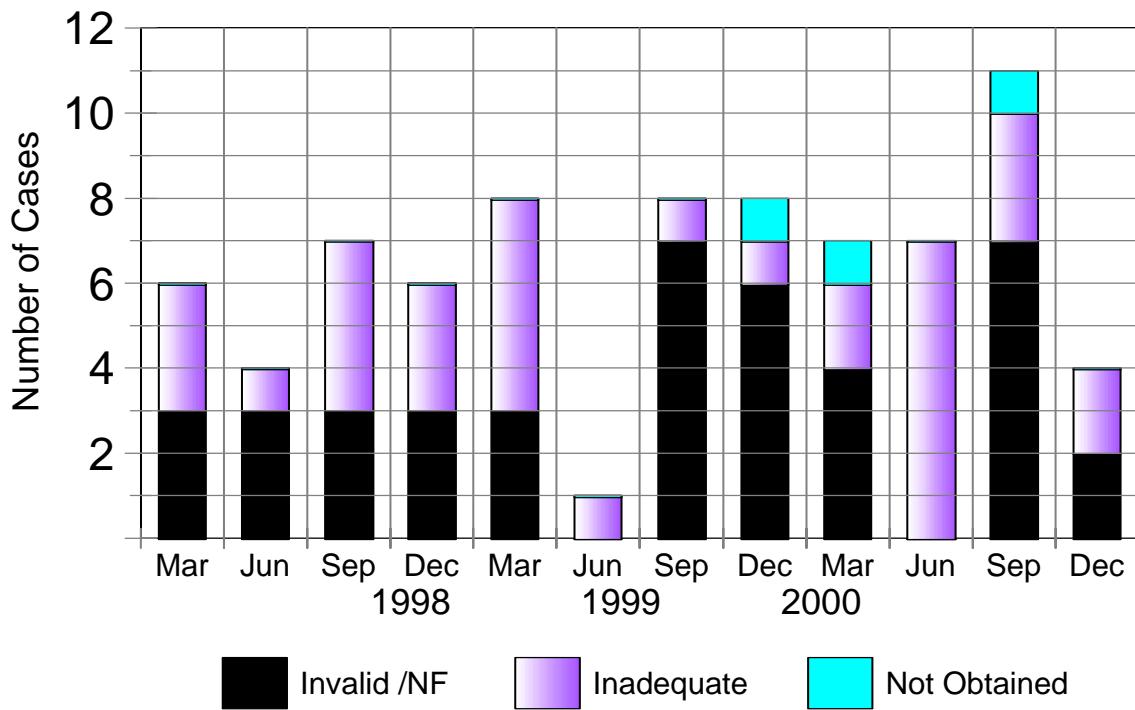
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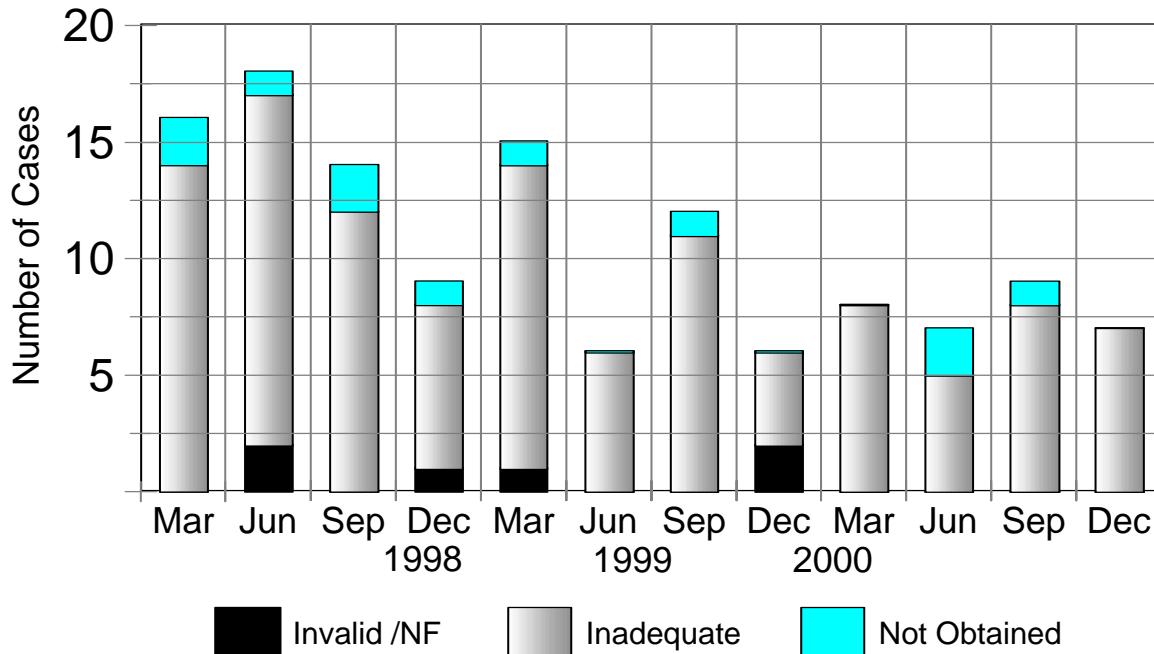
ME - Claimant Information Problems Separations - - 1998 - 2000



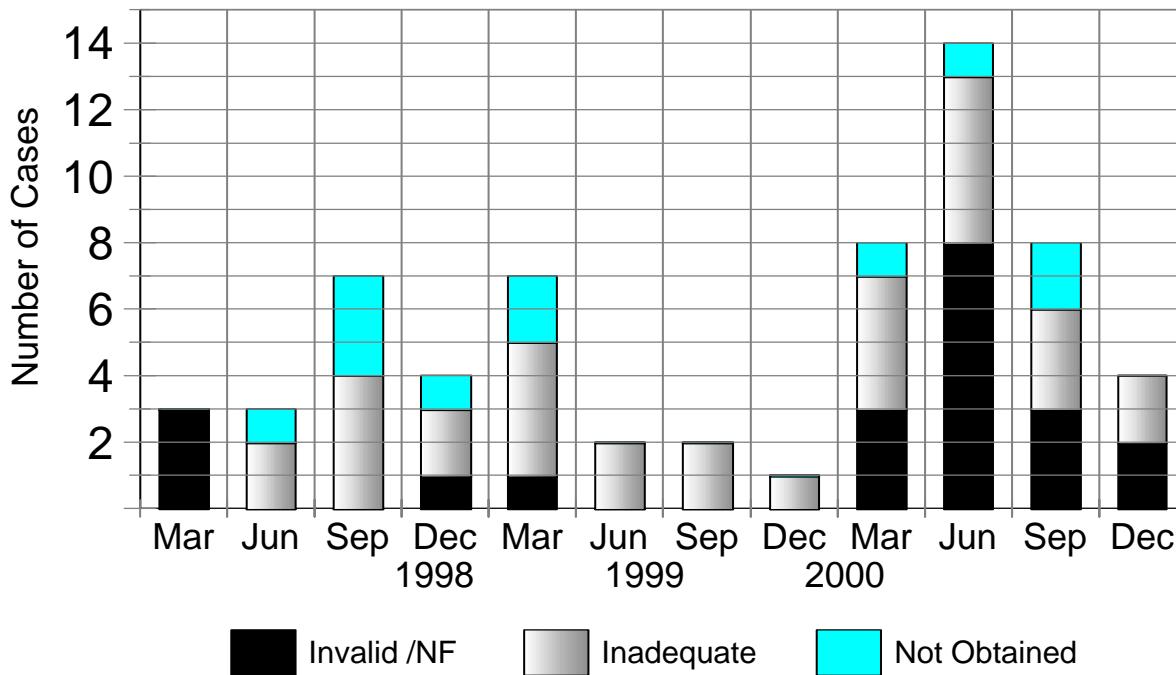
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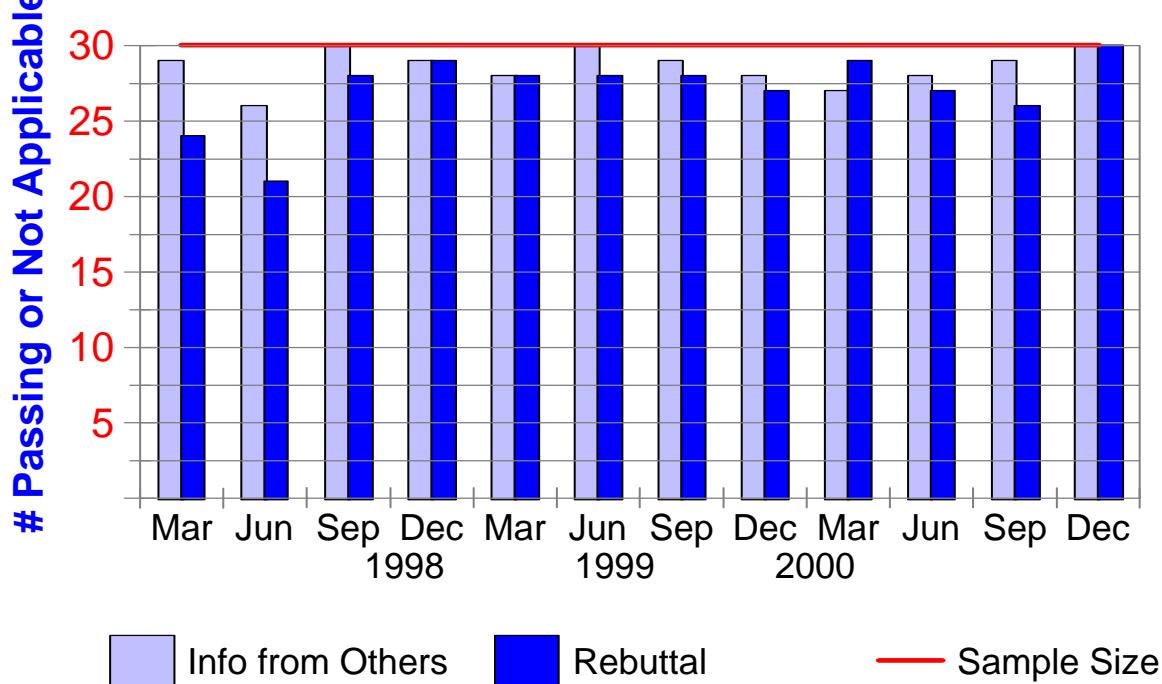
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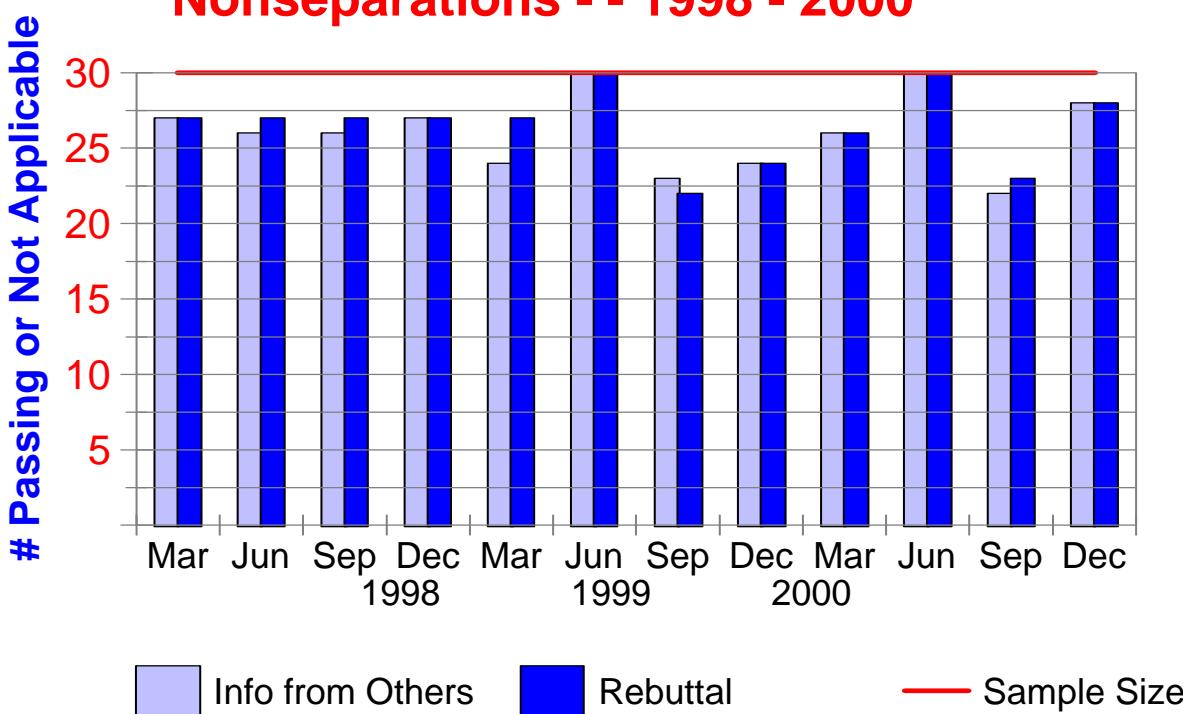
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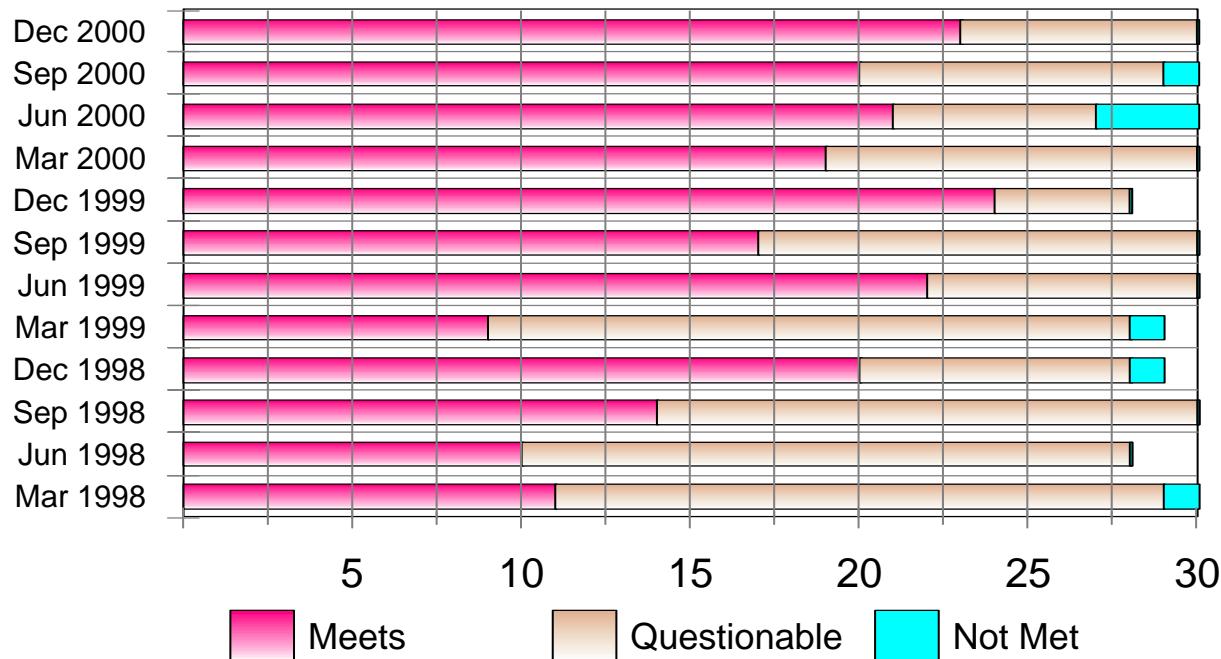
ME- Information from Others & Rebuttal Separations -- 1998 - 2000



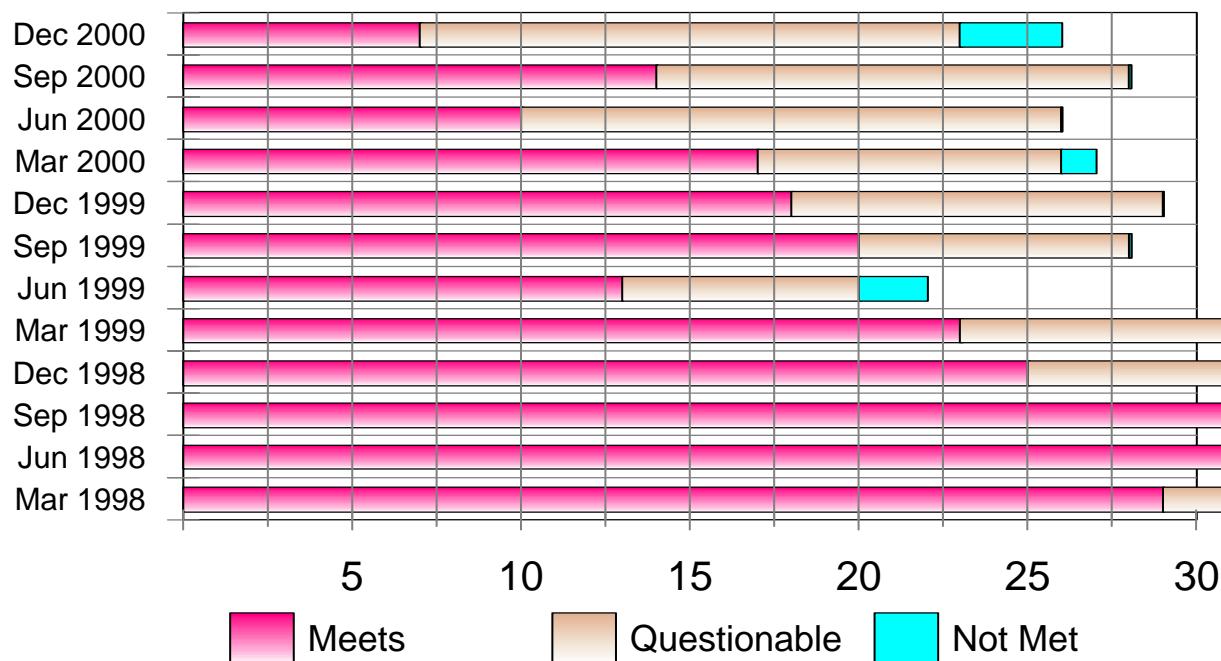
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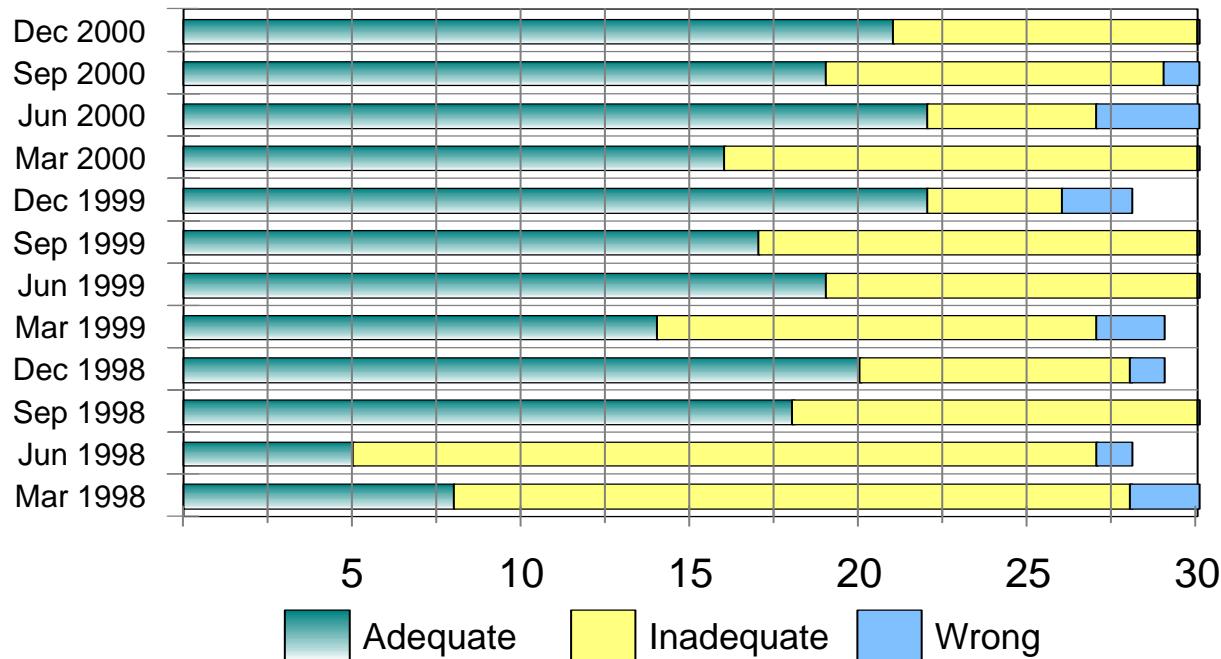
ME - Meets Law & Policy - Results Separations - - 1998 - 2000



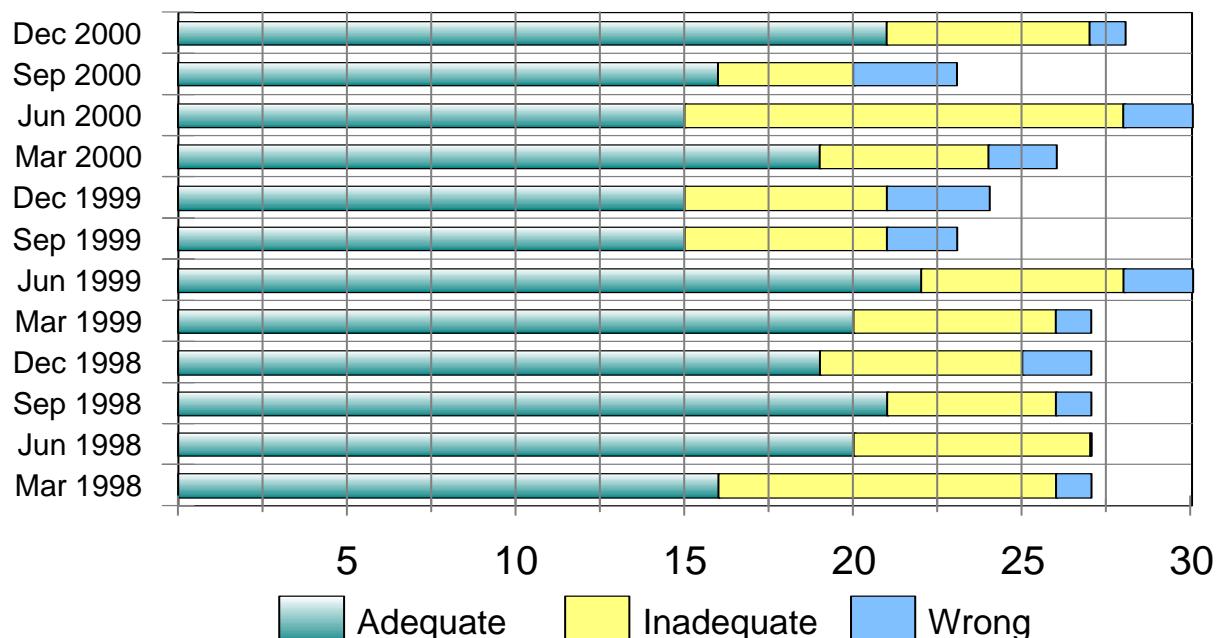
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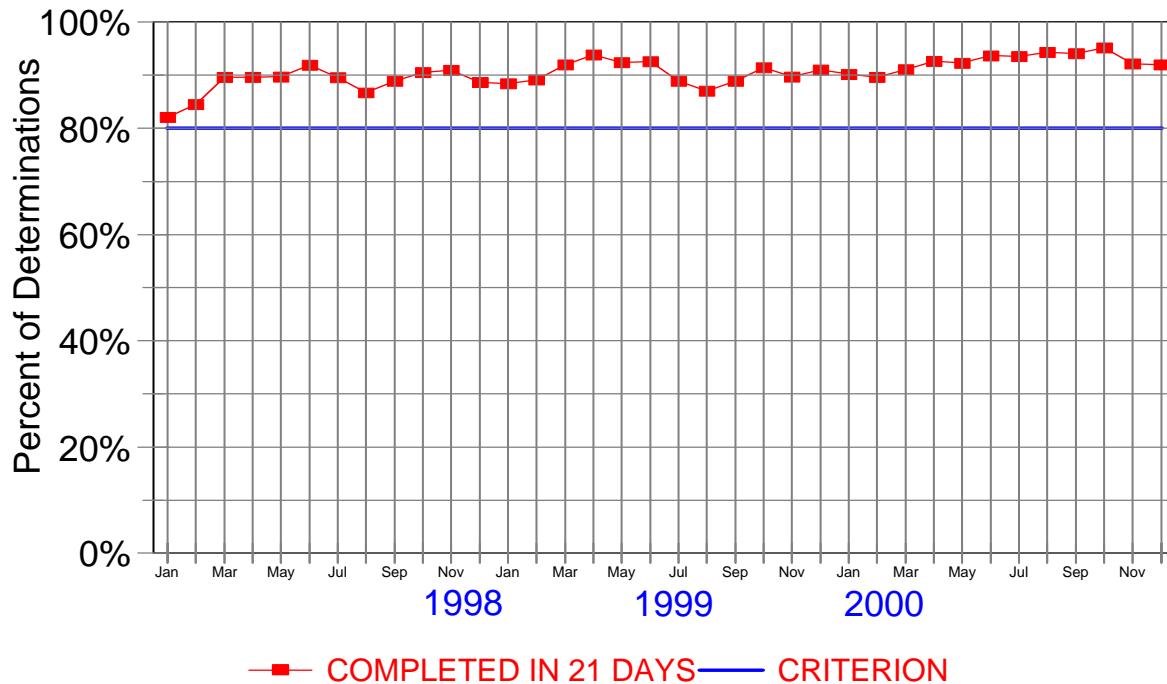
ME - Written Determination - Results Separations - - 1998 - 2000



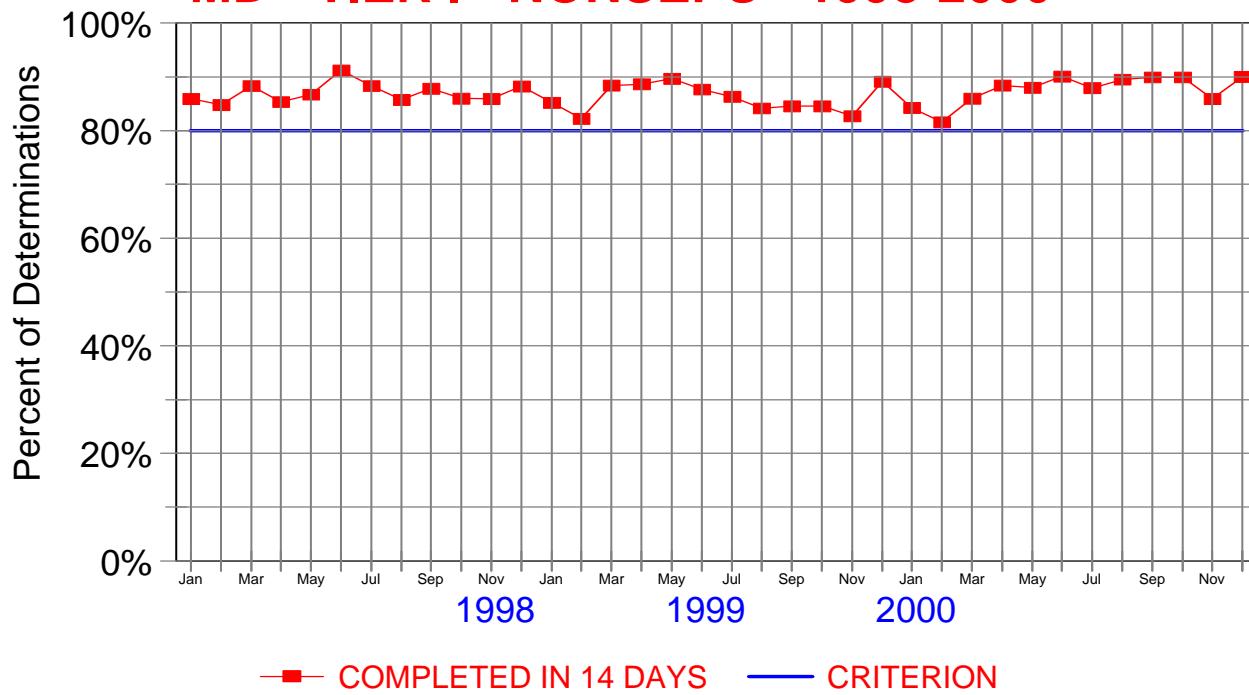
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Nonmonetary Determinations Timeliness MD - TIER I - SEPARATIONS - 1998-2000



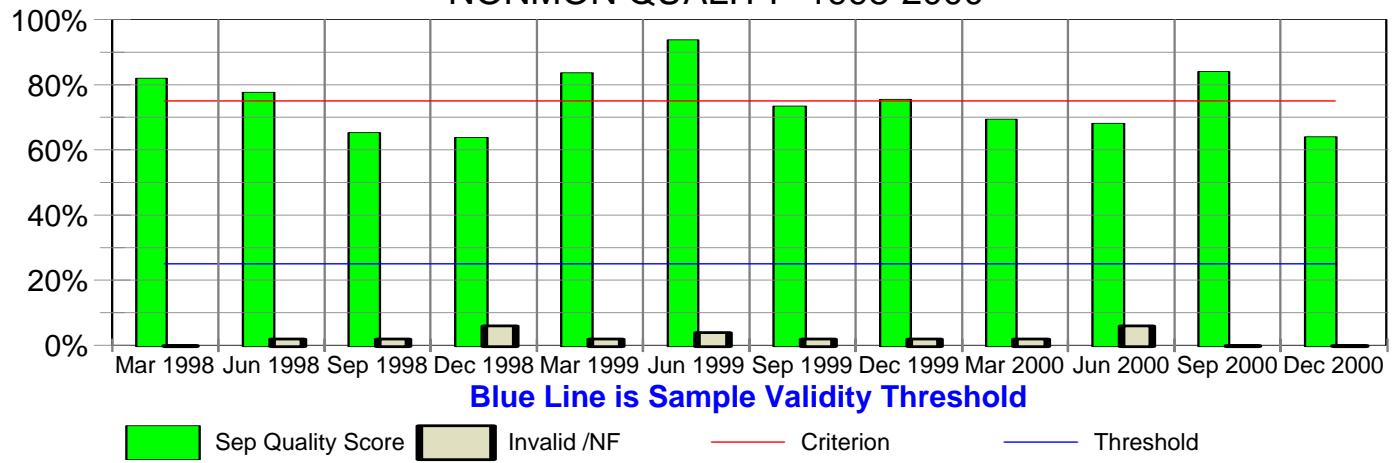
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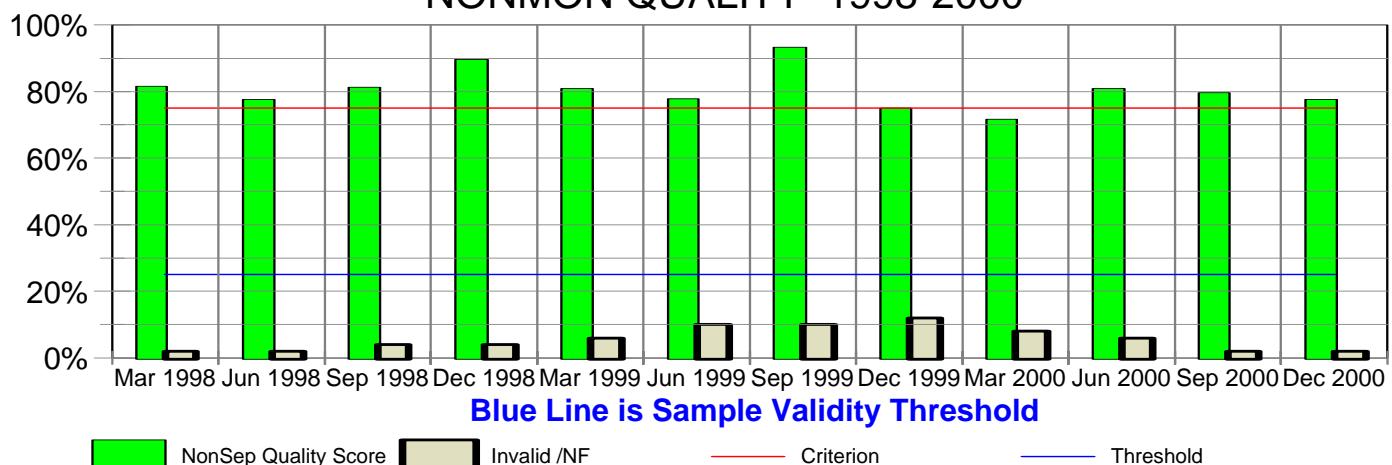
MARYLAND NONMON QUALITY 1998-2000



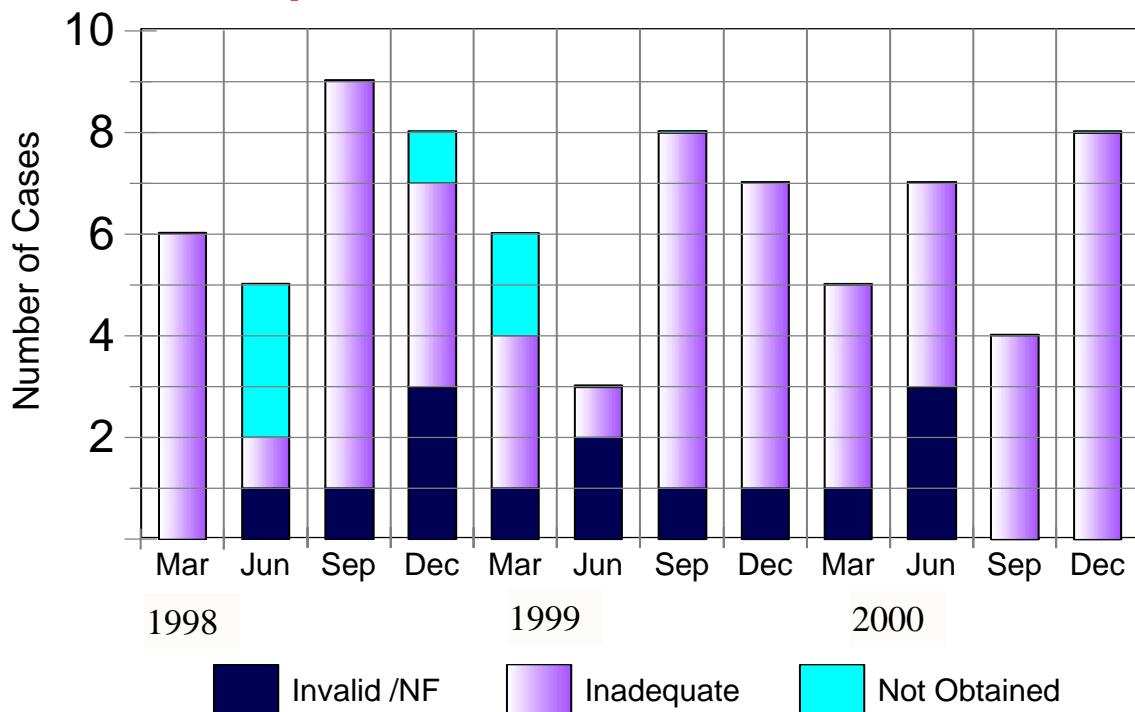
MARYLAND: SEPARATIONS NONMON QUALITY 1998-2000



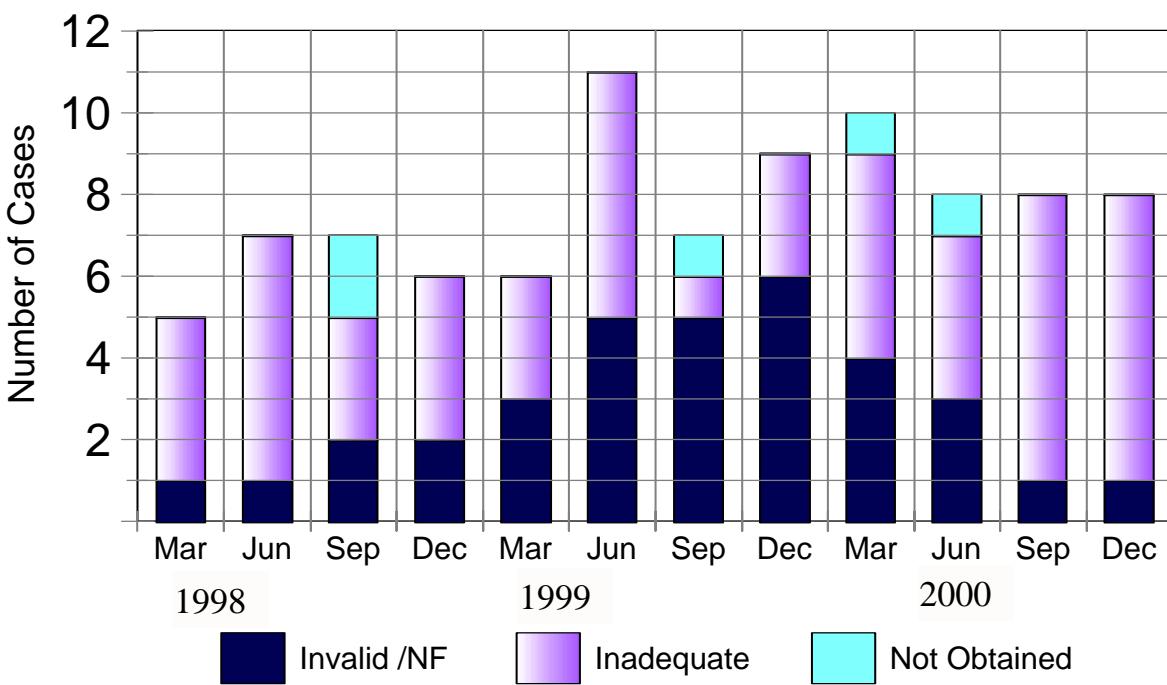
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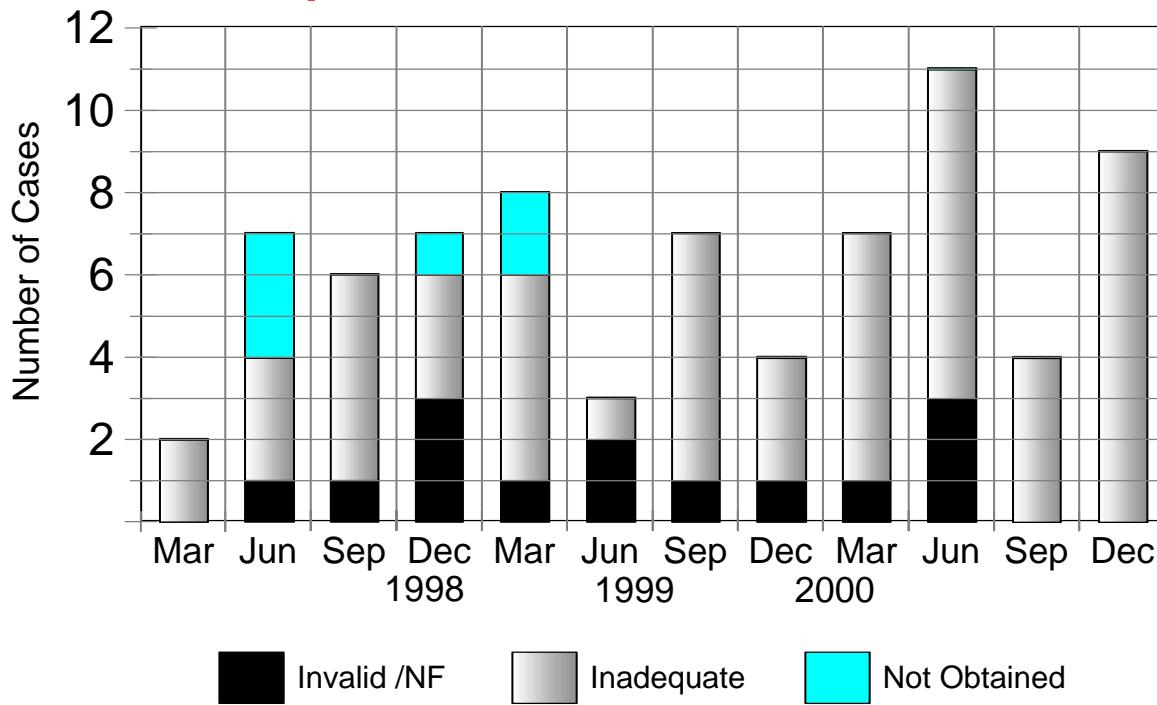
MD - Claimant Information Problems Separations - - 1998 - 2000



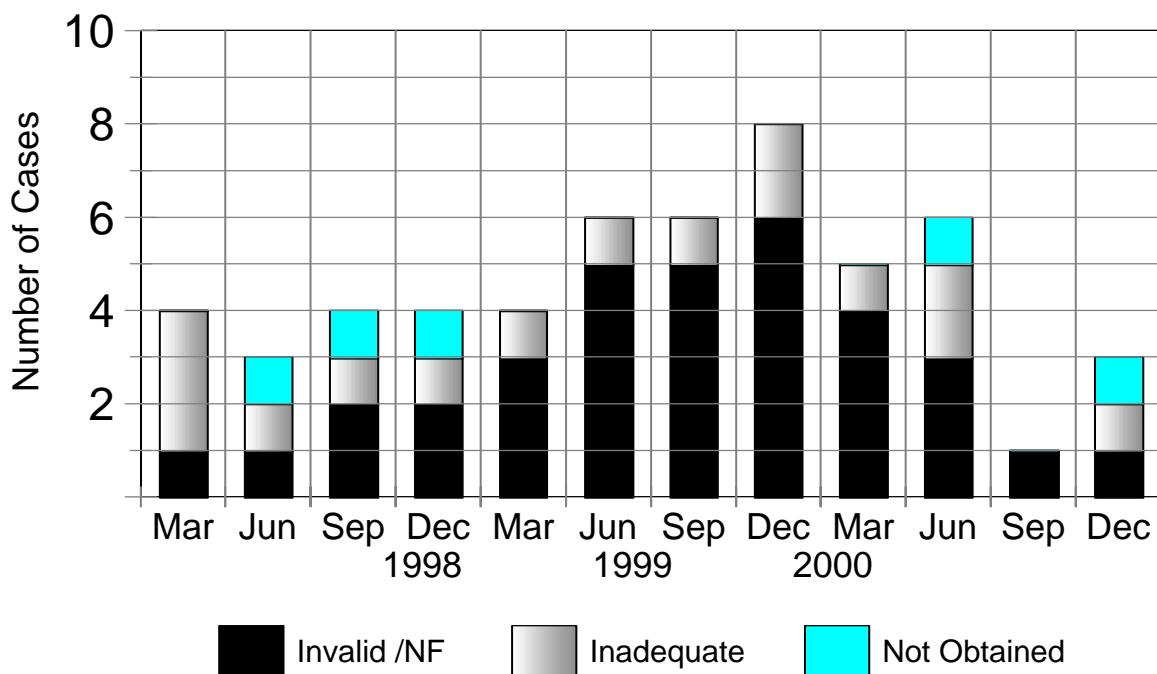
MD - Claimant Information Problems Nonseparations - - 1998 - 2000



MD - Employer Information Problems Separations - 1998 - 2000

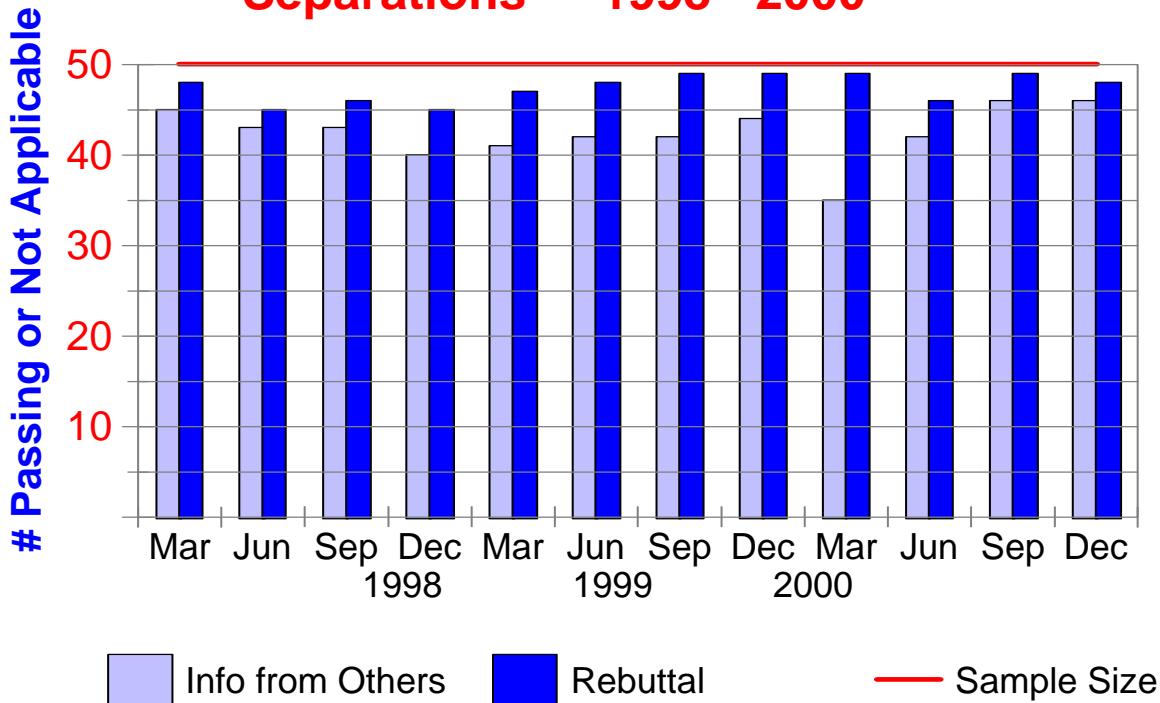


MD - Employer Information Problems Nonseparations - 1998 - 2000



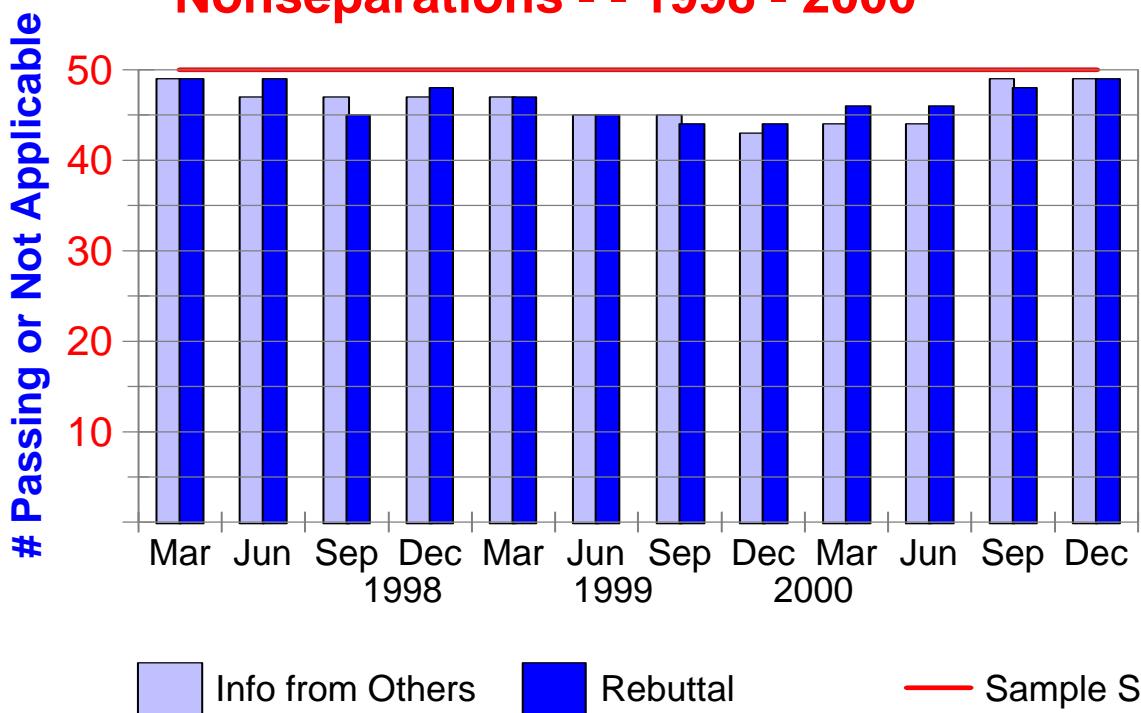
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Separations - - 1998 - 2000

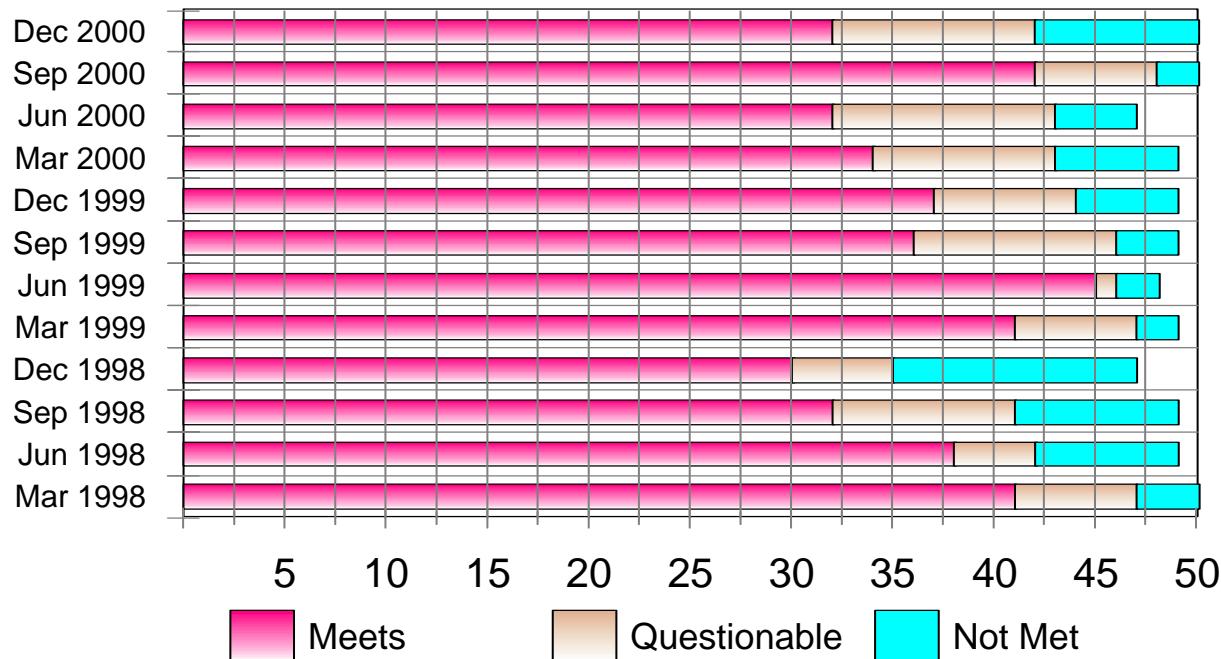


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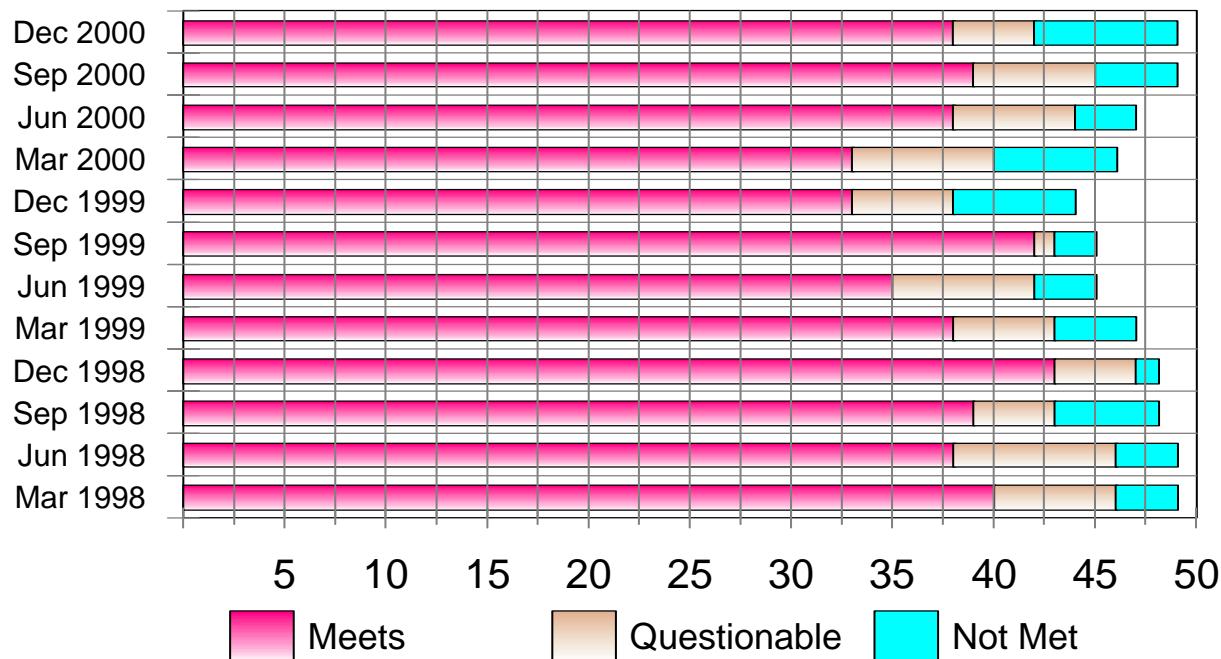
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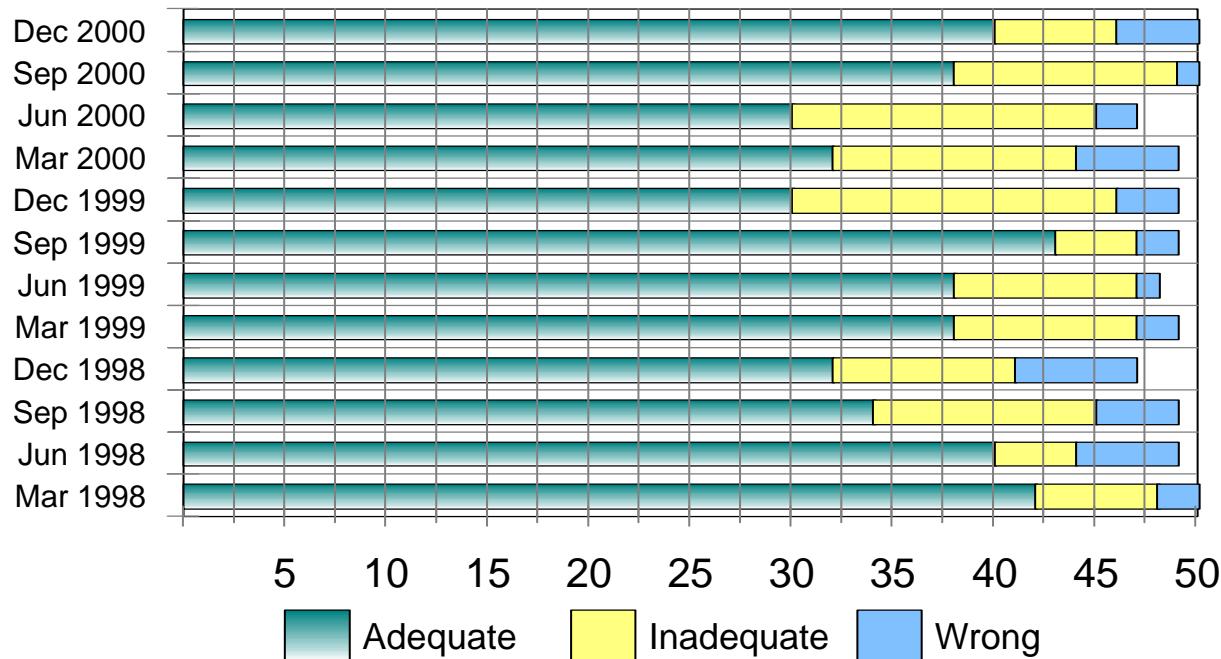
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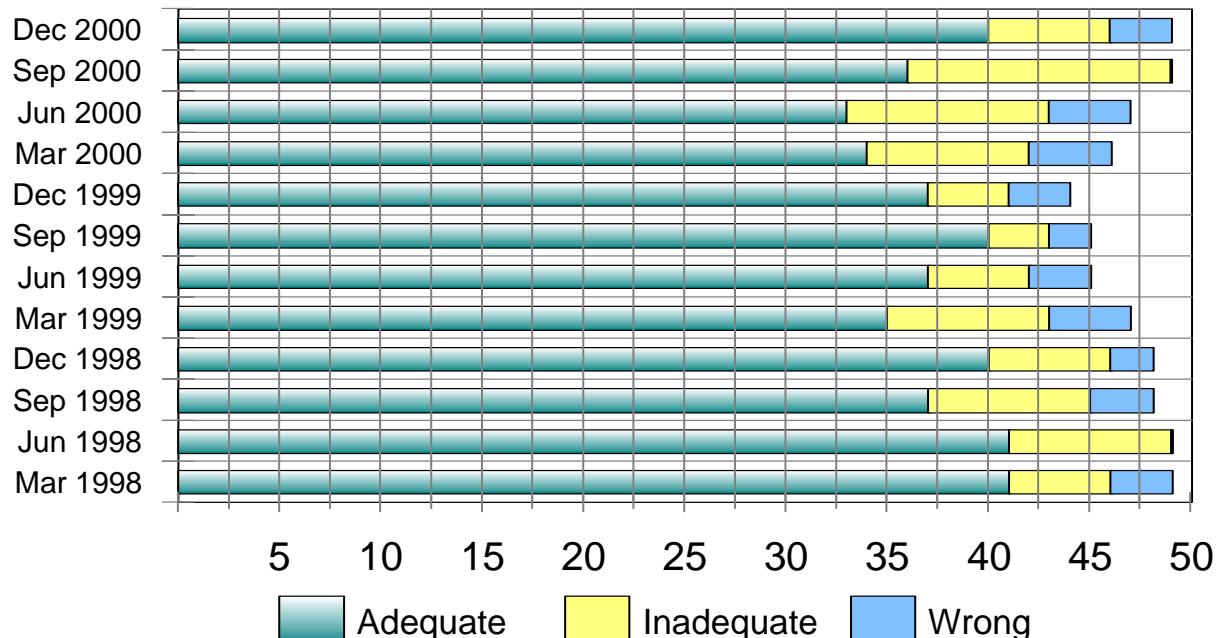
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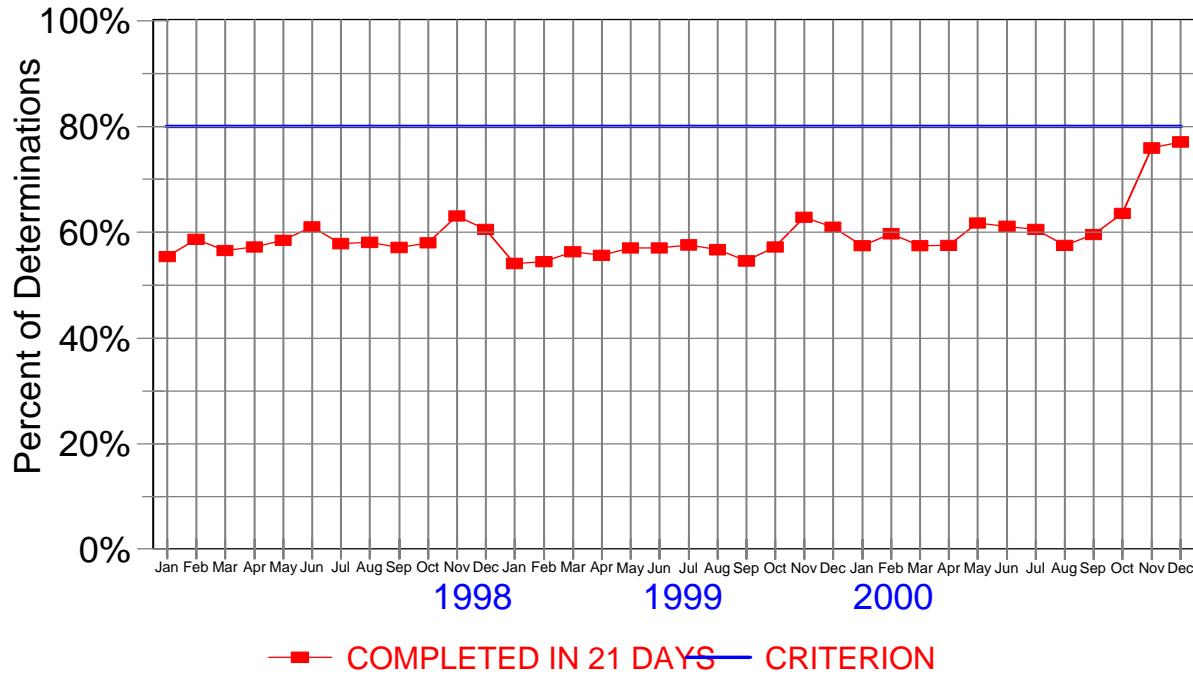
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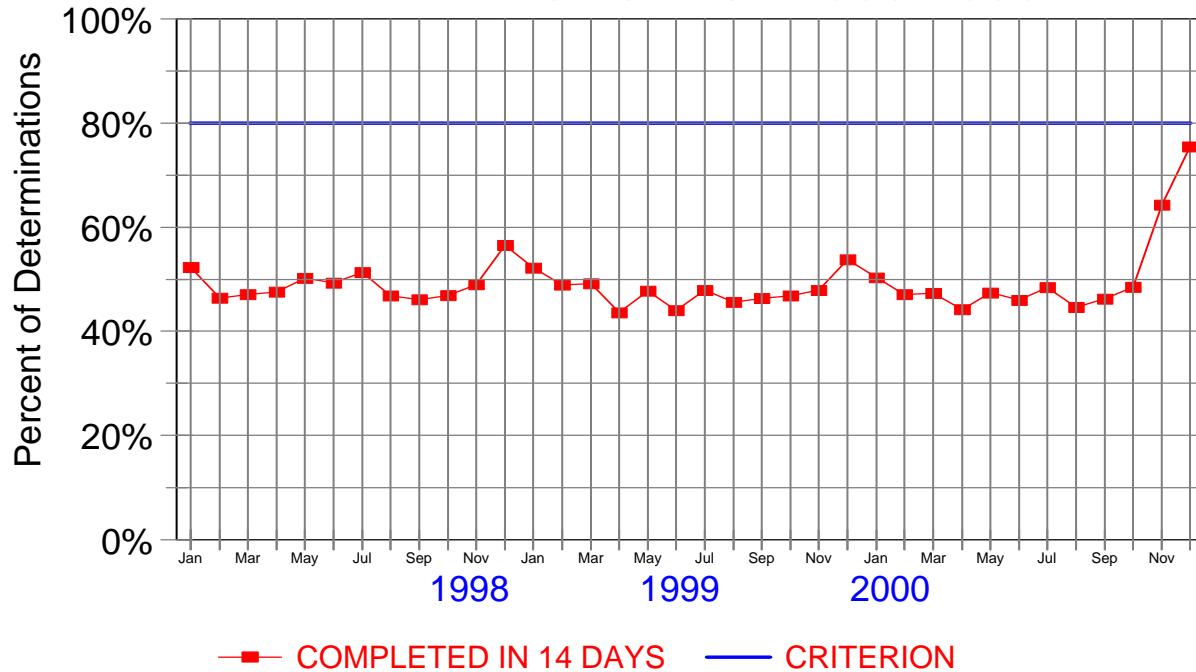
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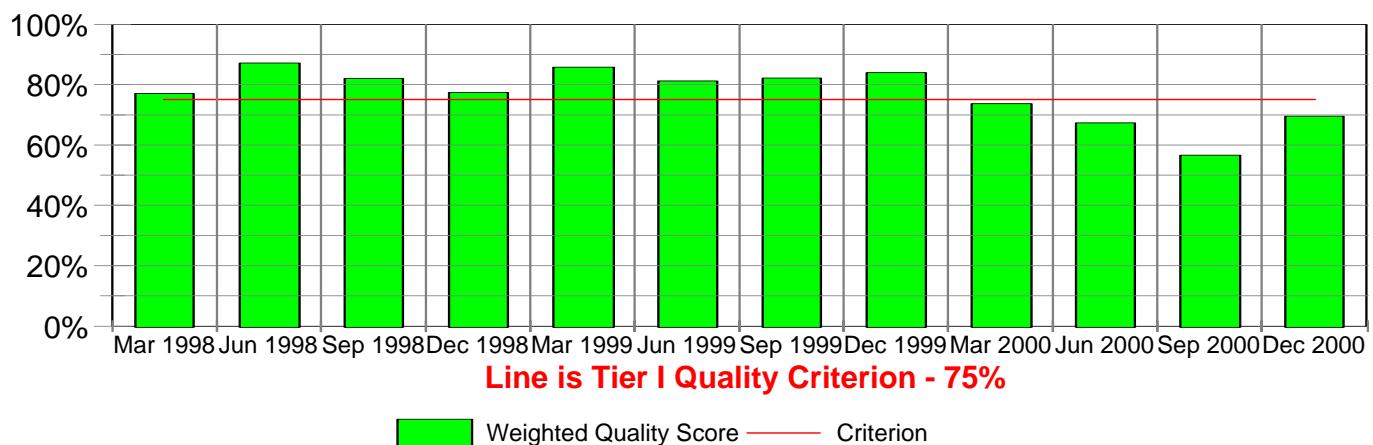
Nonmonetary Determinations Timeliness MA - TIER I - SEPARATIONS - 1998-2000



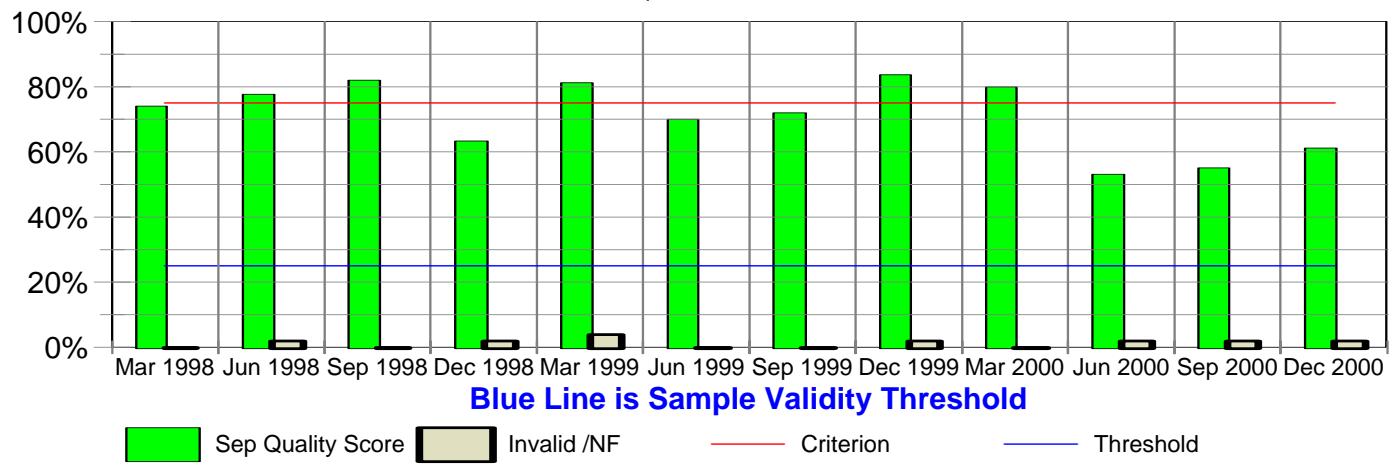
Nonmonetary Determinations Timeliness MA - TIER I - NONSEPS - 1998-2000



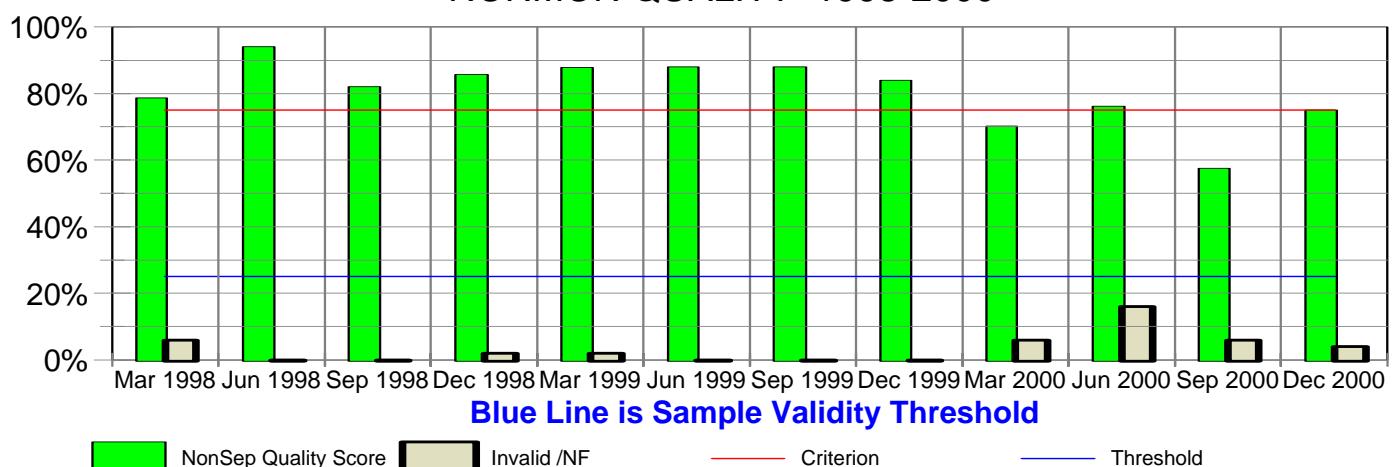
MASSACHUSETTS NONMON QUALITY 1998-2000



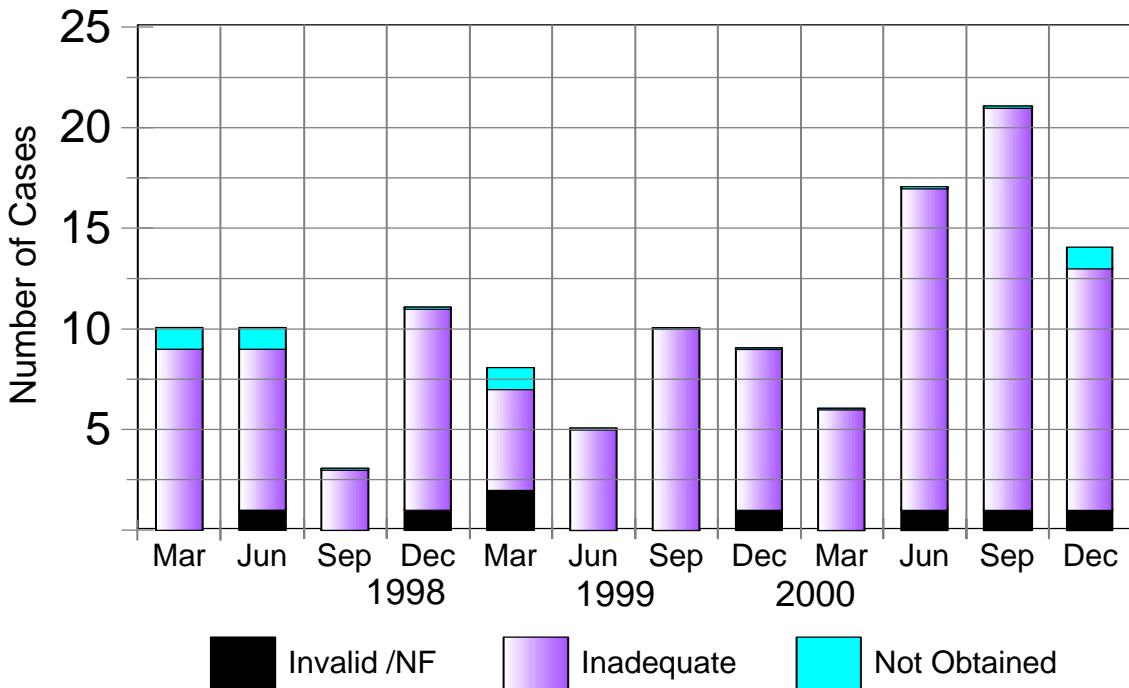
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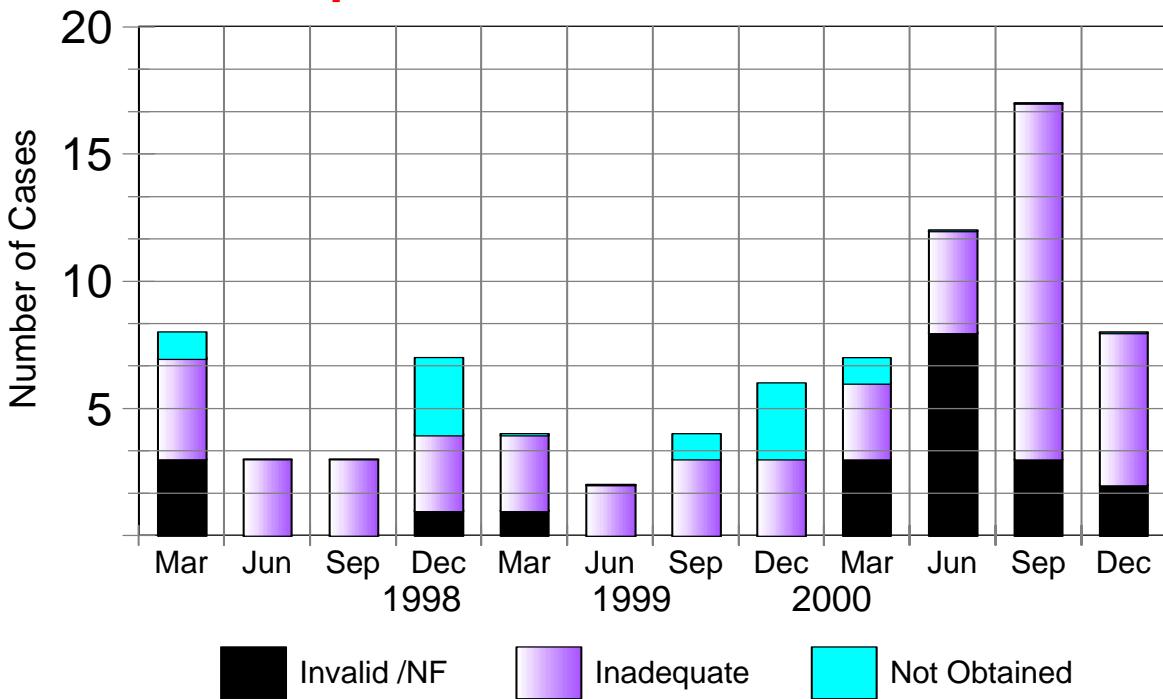
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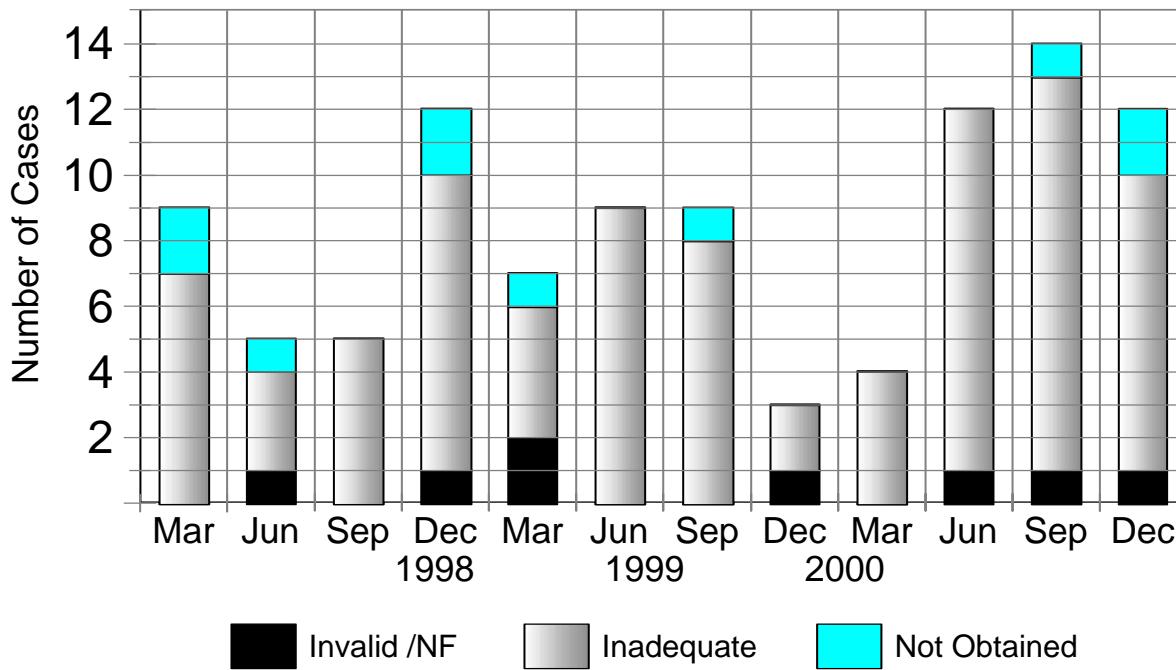
MA - Claimant Information Problems Separations - - 1998 - 2000



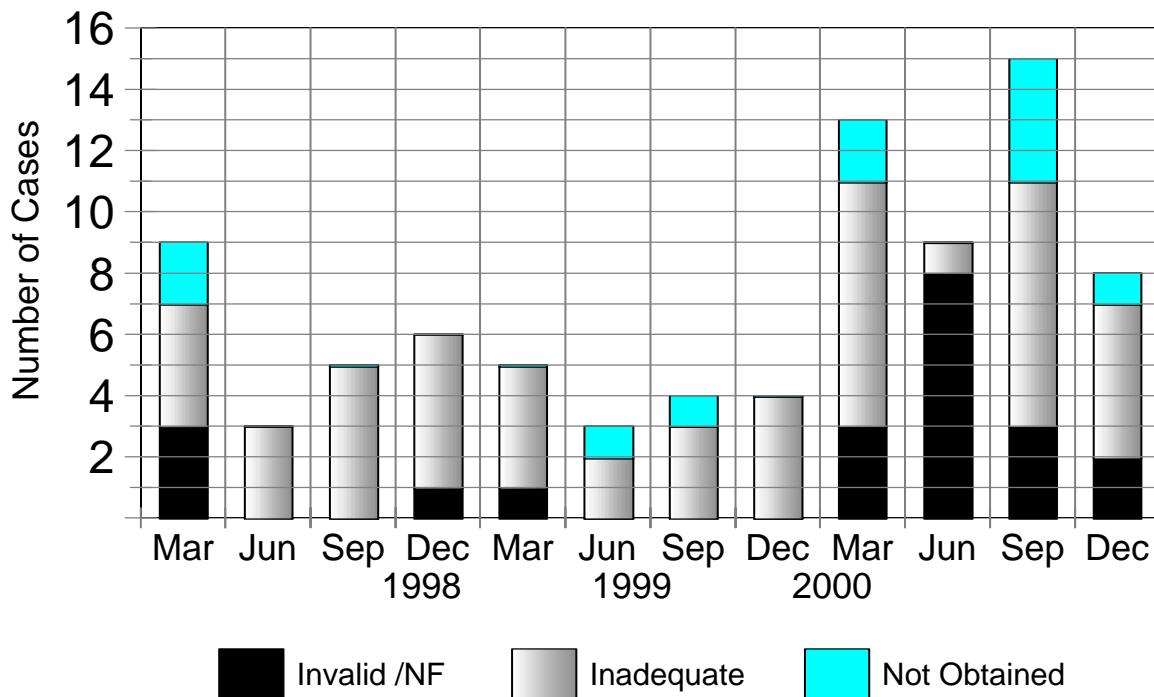
MA - Claimant Information Problems Nonseparations - - 1998 - 2000

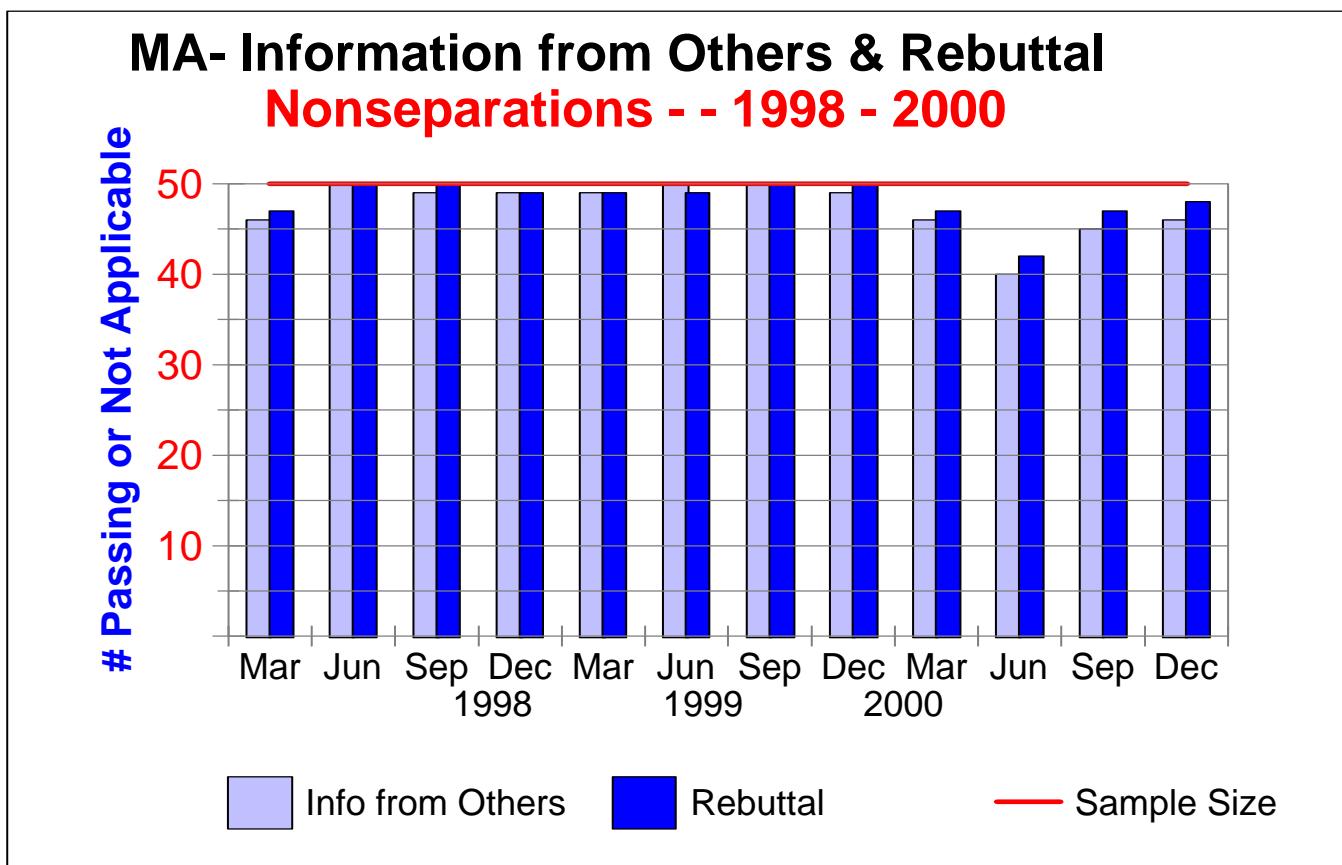
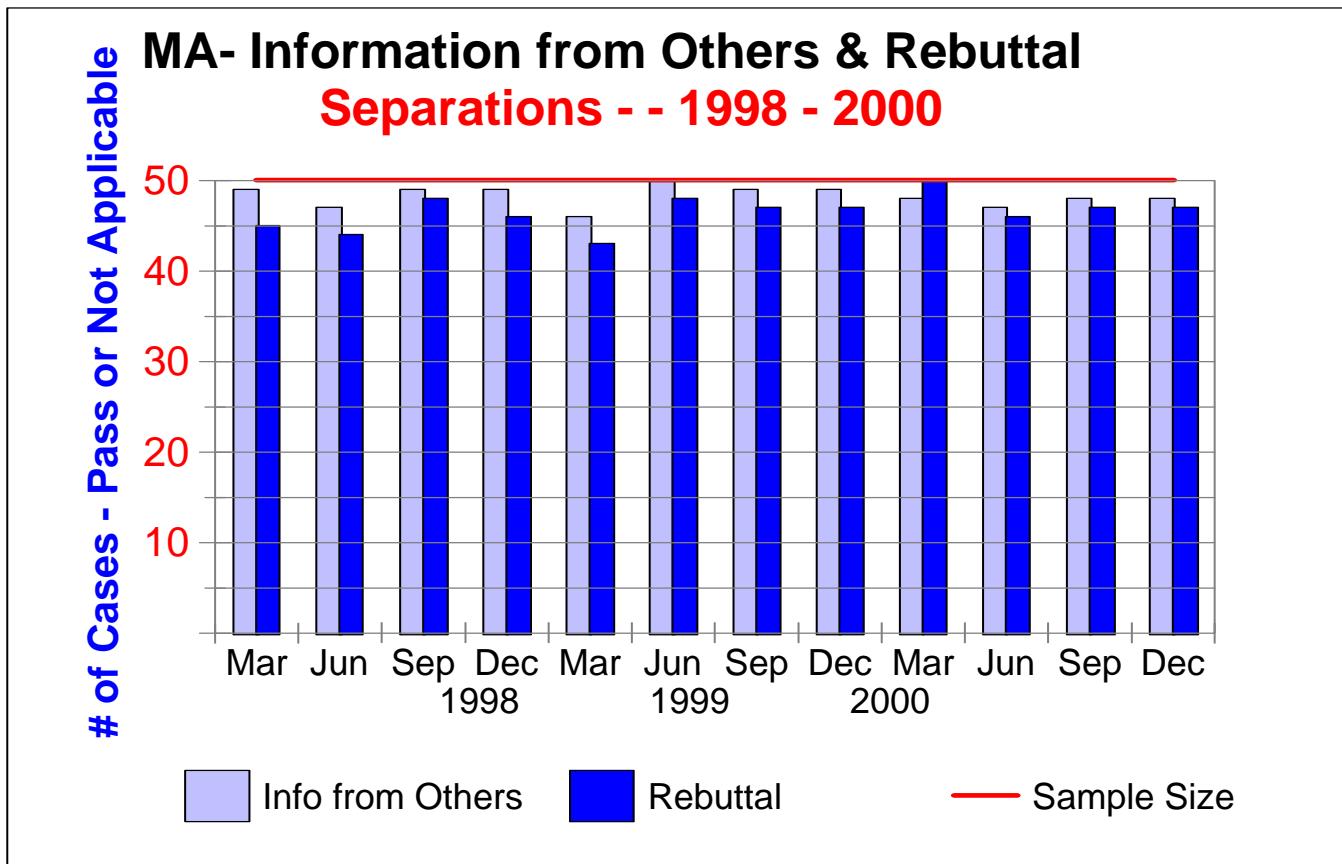


MA - Employer Information Problems Separations - 1998 - 2000

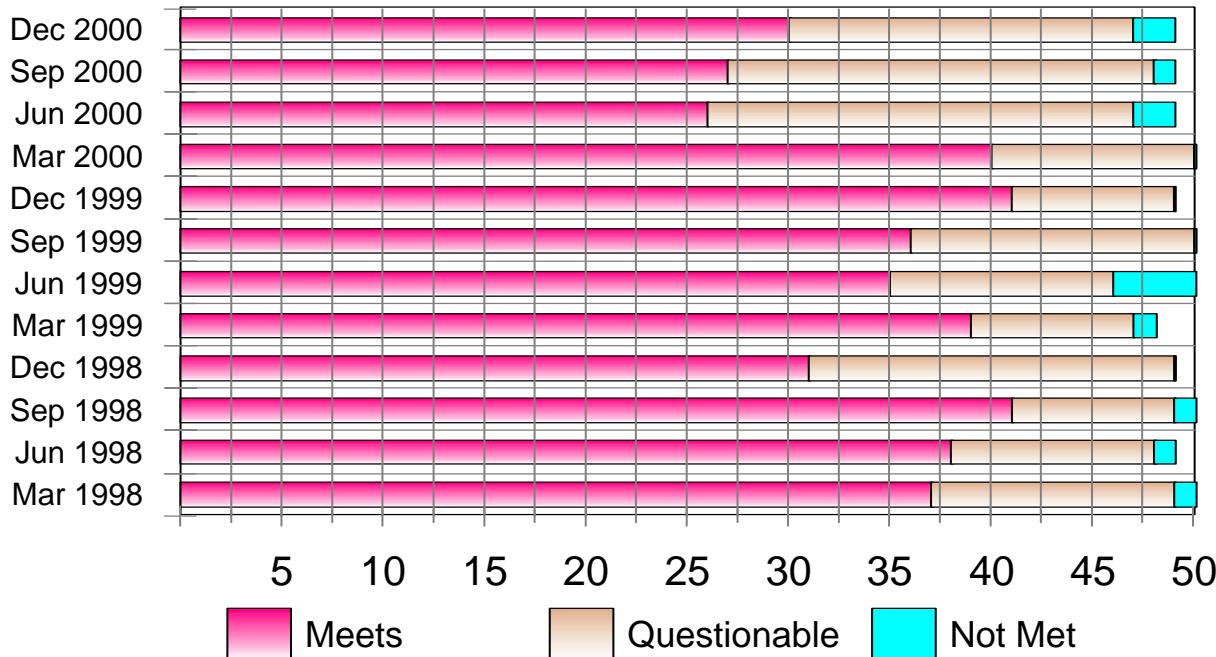


MA - Employer Information Problems Nonseparations - 1998 - 2000

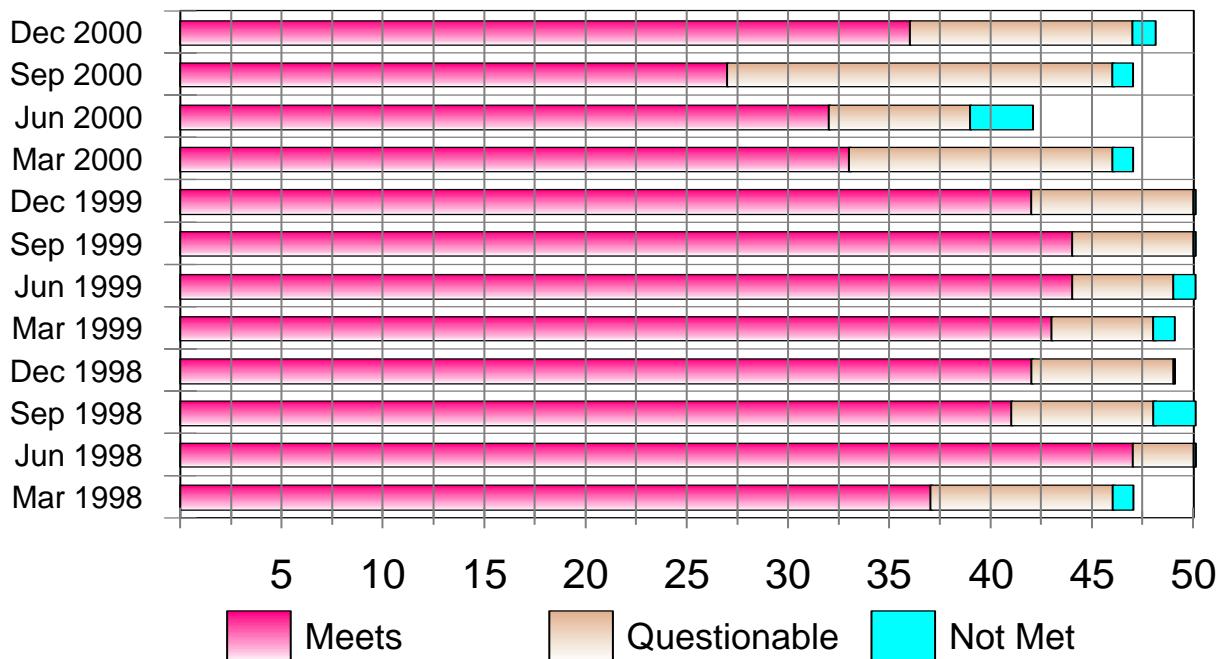




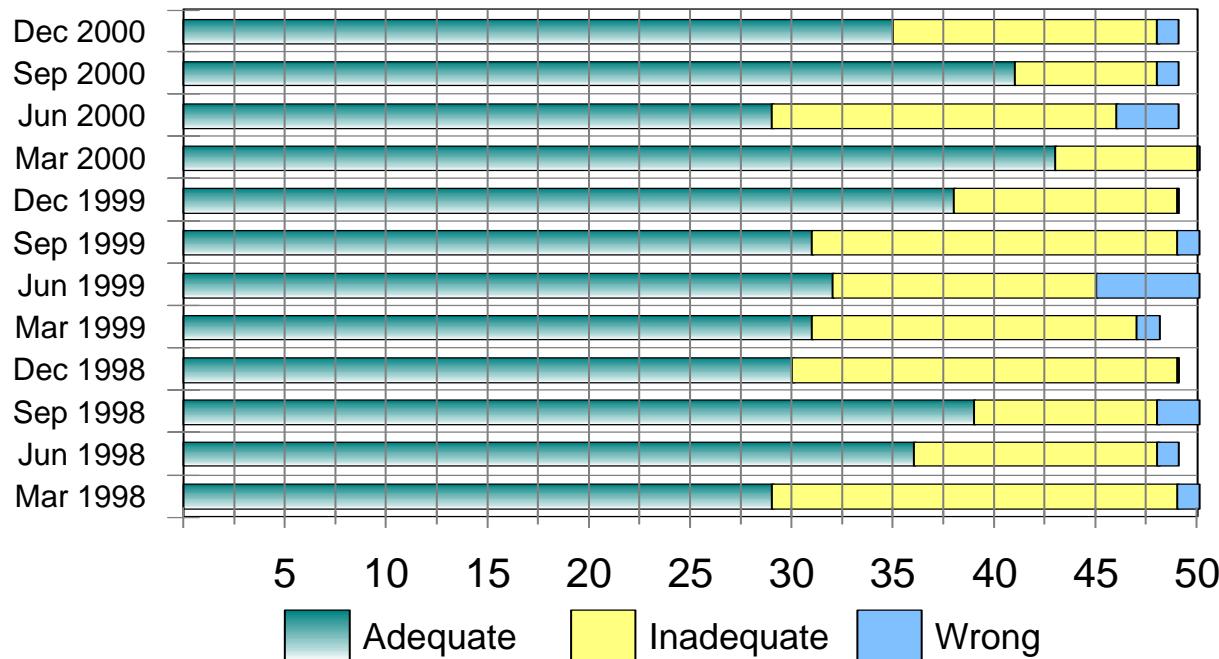
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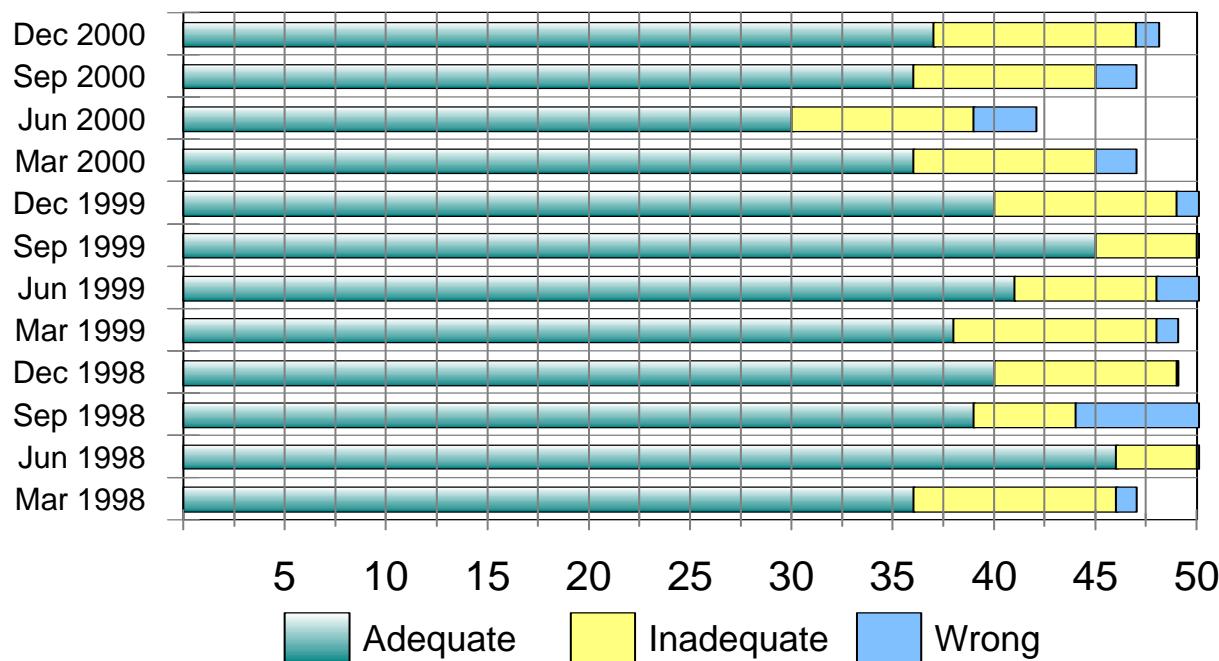
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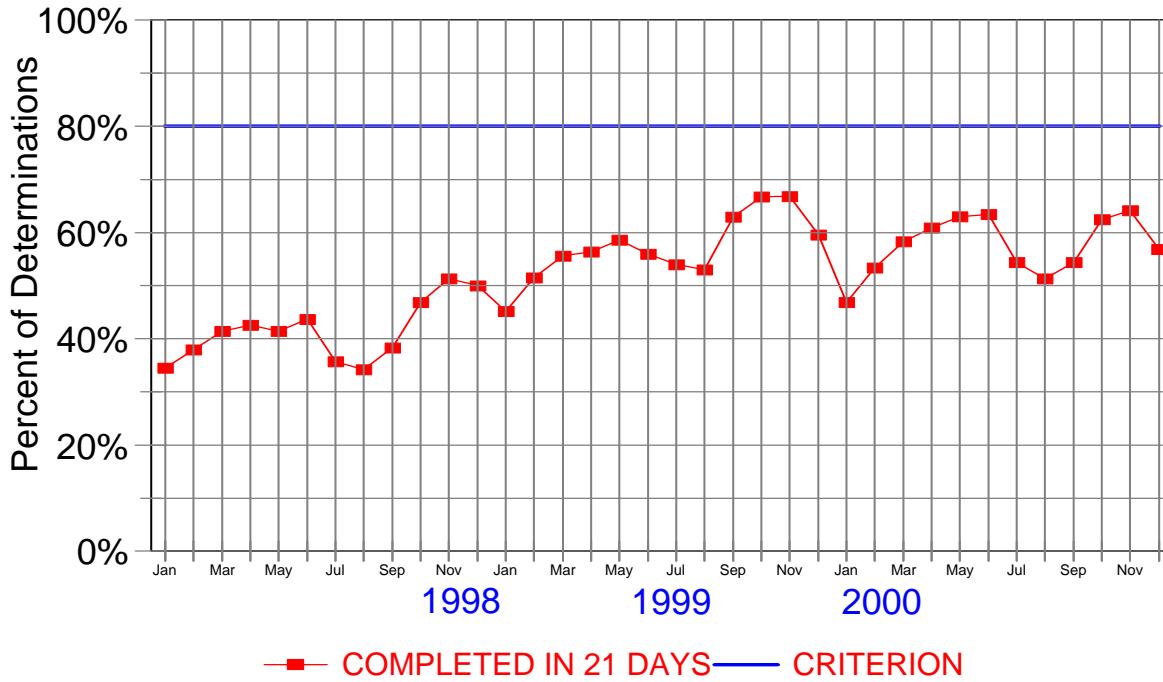
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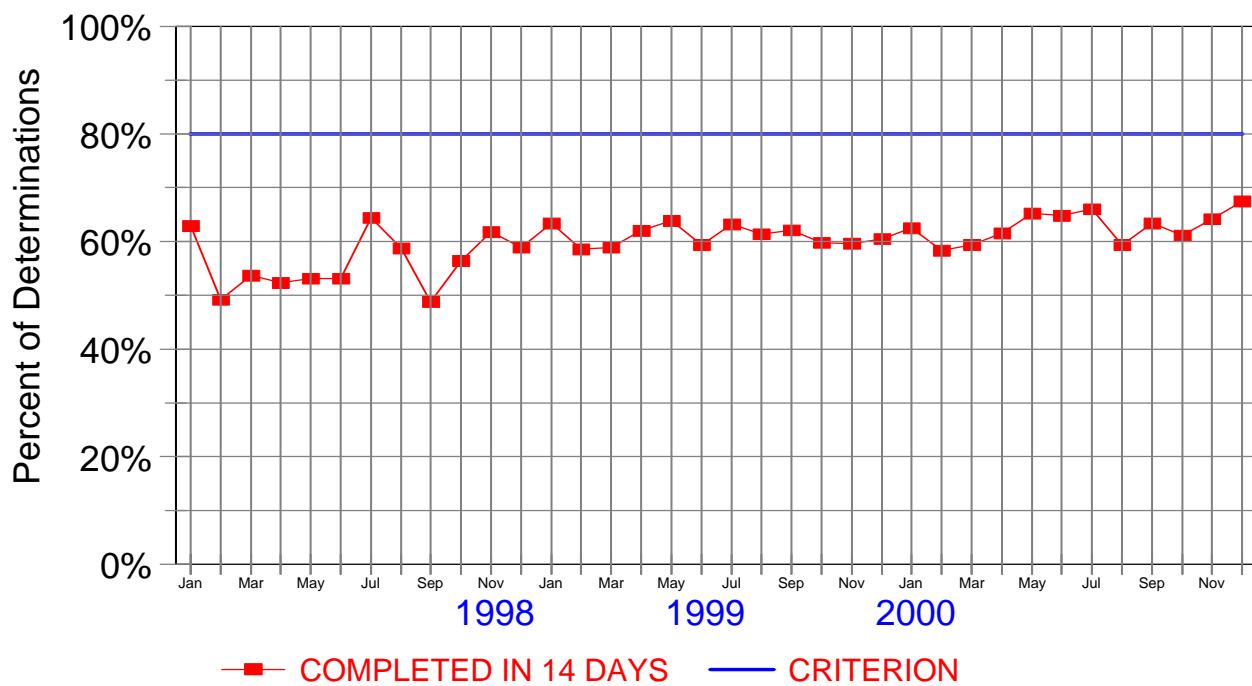
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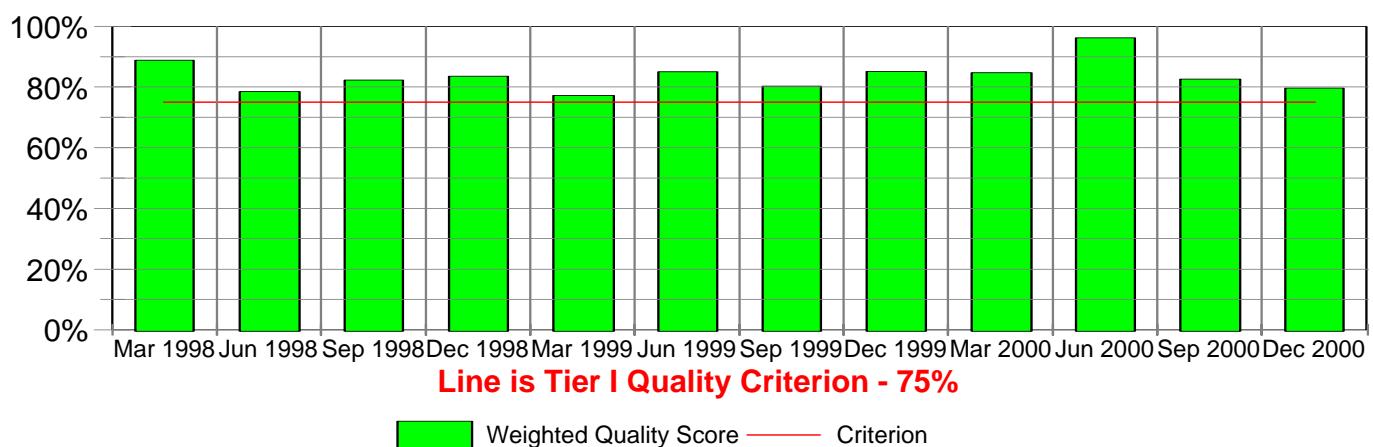
Nonmonetary Determinations Timeliness MI - TIER I - SEPARATIONS - 1998-2000



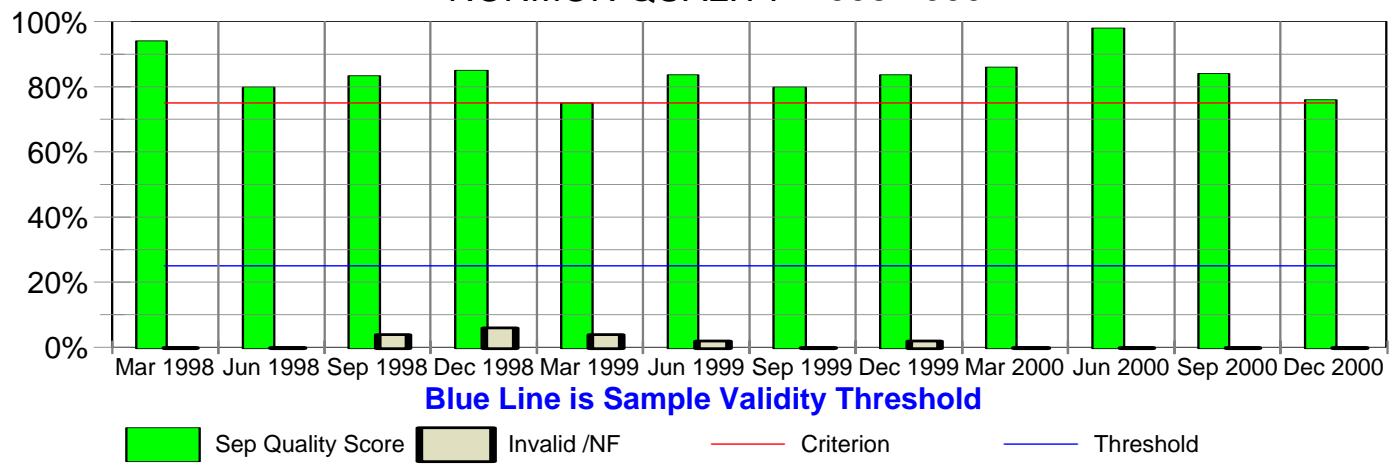
Nonmonetary Determinations Timeliness MI - TIER I - NONSEPS - 1998-2000



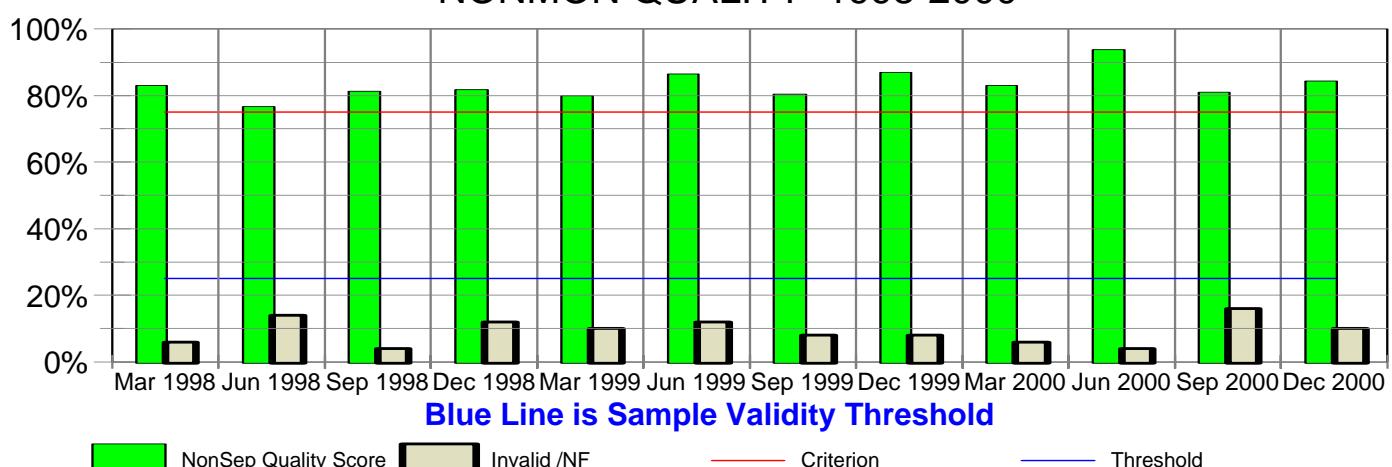
MICHIGAN NONMON QUALITY 1998-2000



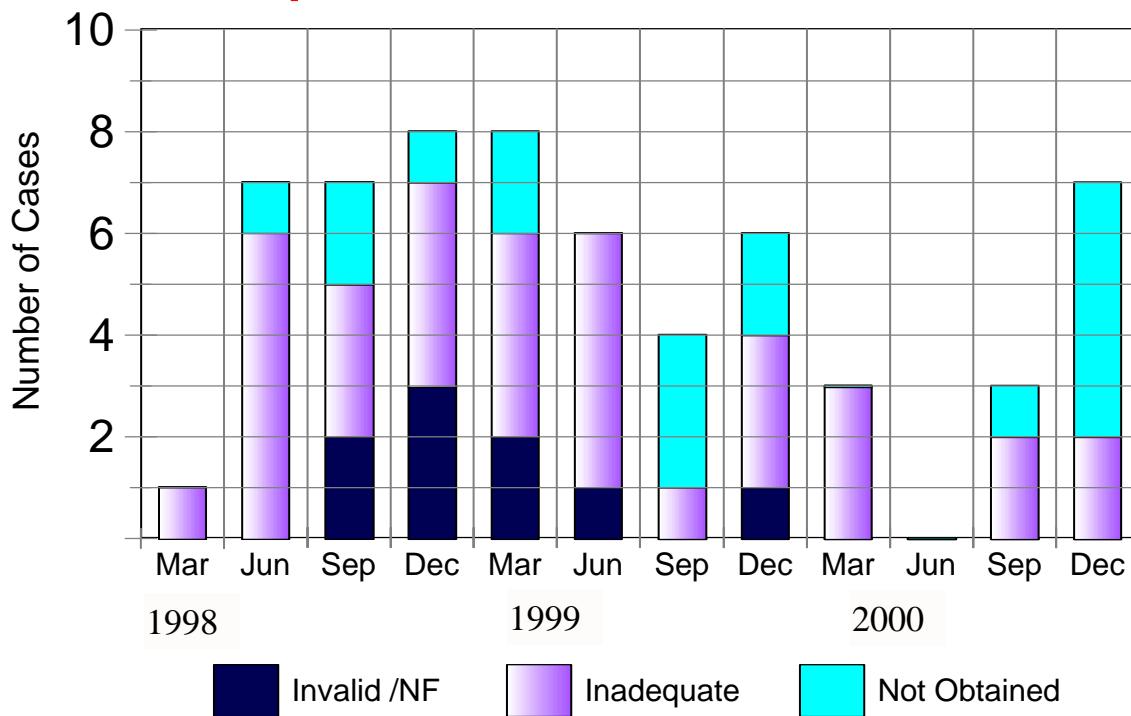
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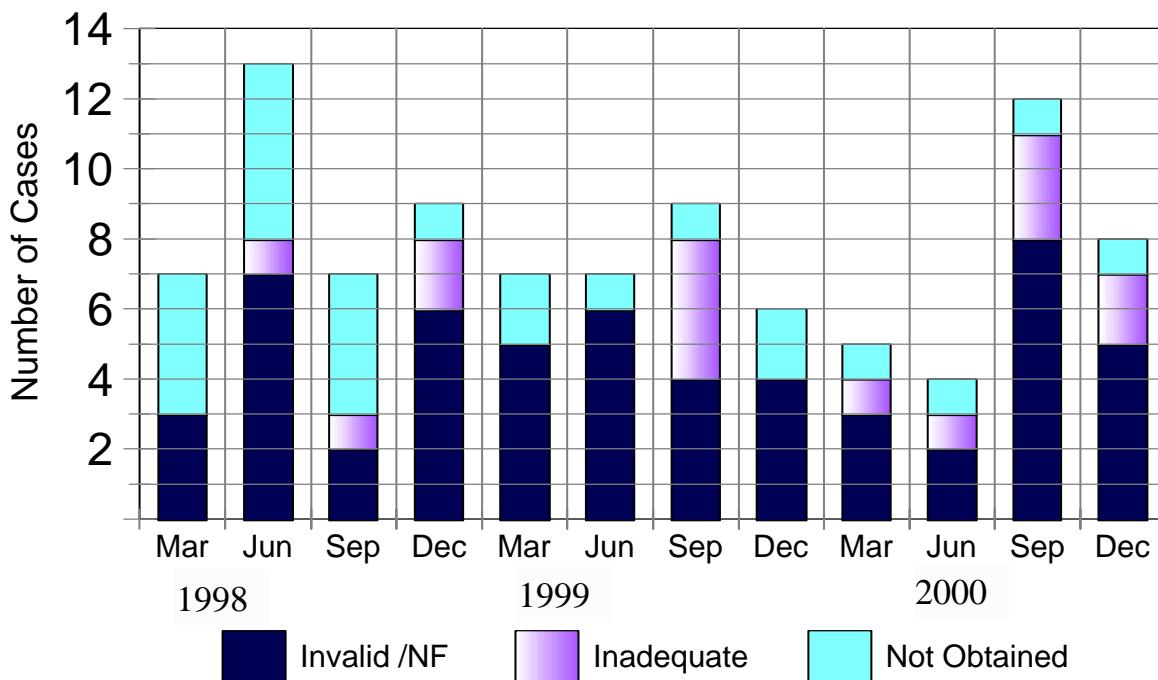
MICHIGAN: NONSEPARATIONS NONMON QUALITY 1998-2000



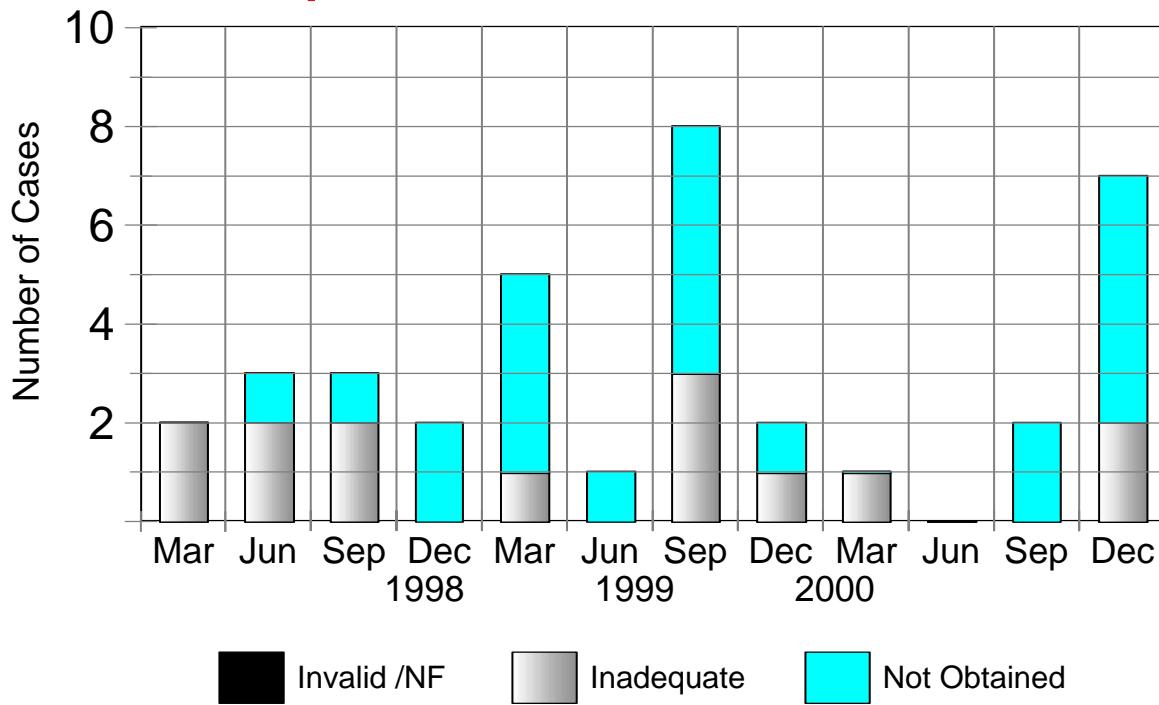
MI - Claimant Information Problems Separations - - 1998 - 2000



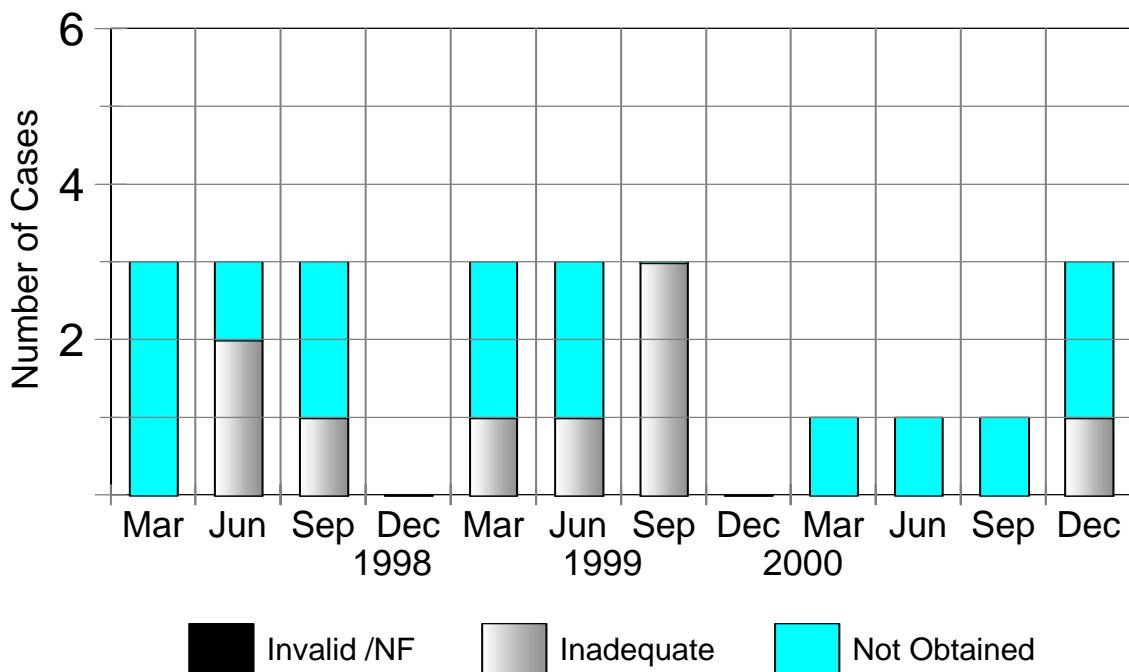
MI - Claimant Information Problems Nonseparations - - 1998 - 2000



MI - Employer Information Problems Separations - 1998 - 2000

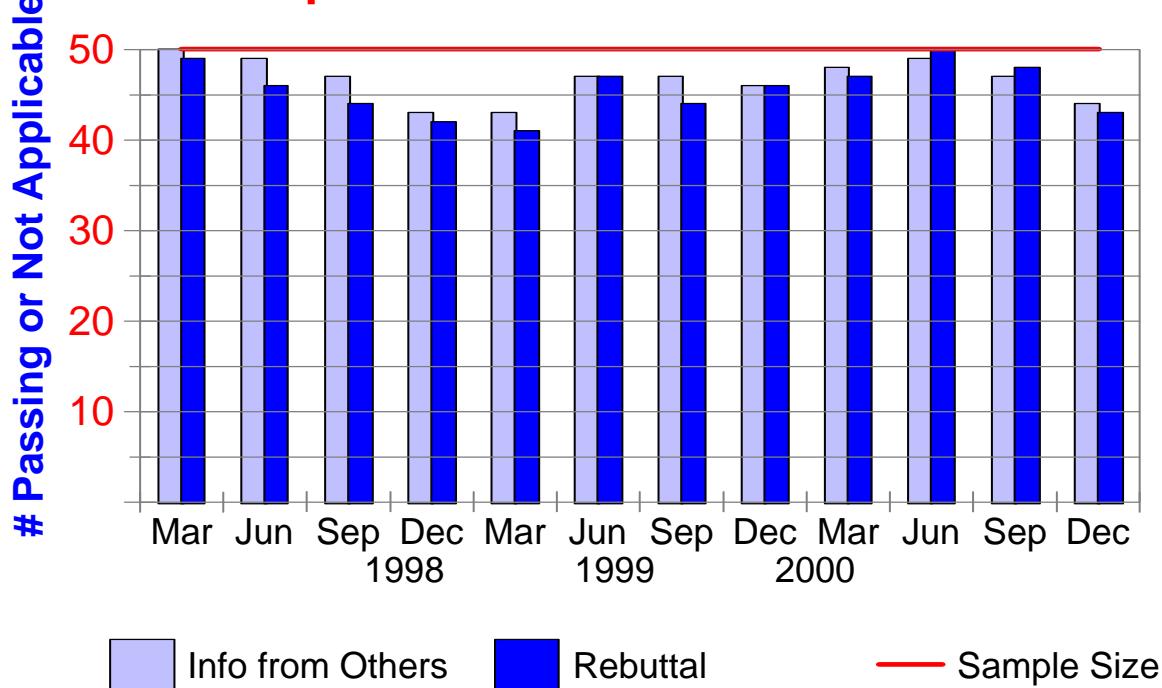


MI - Employer Information Problems Nonseparations - 1998 - 2000



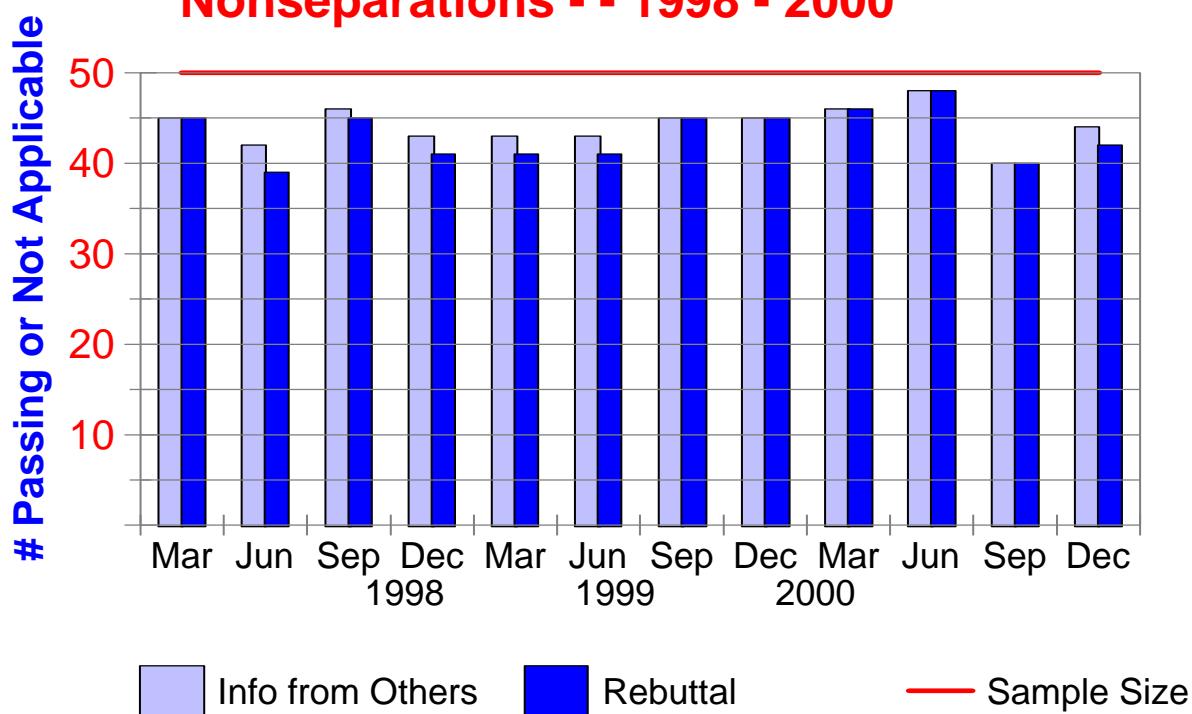
MI- Information from Others & Rebuttal

Separations - - 1998 - 2000

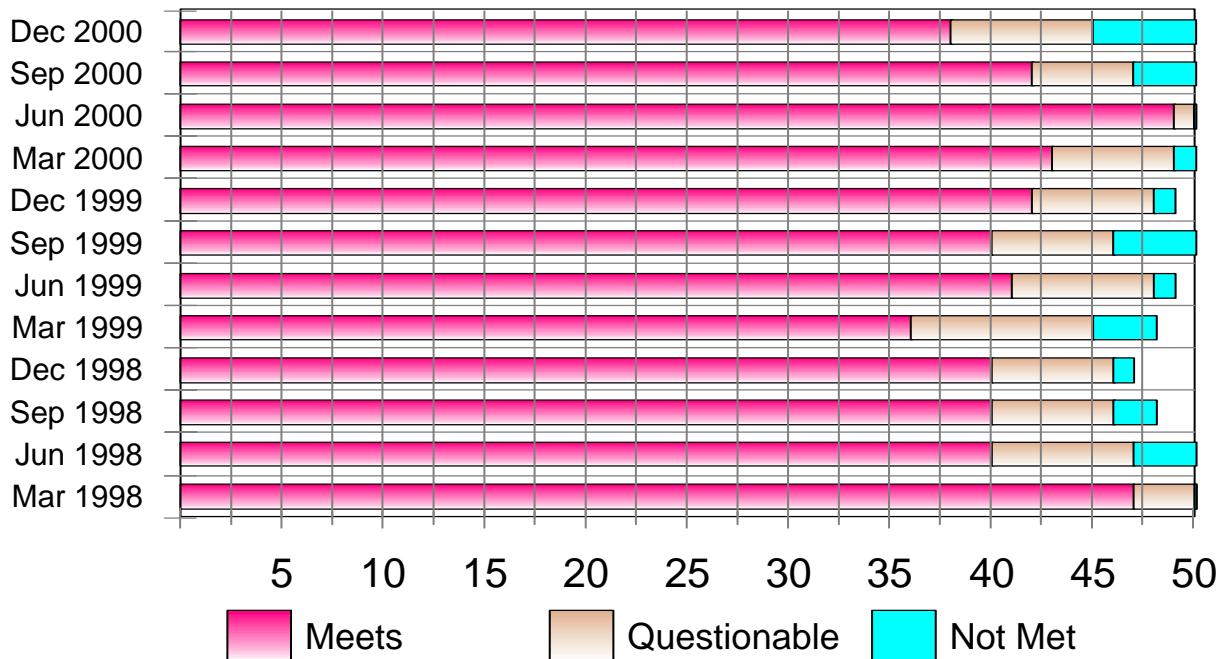


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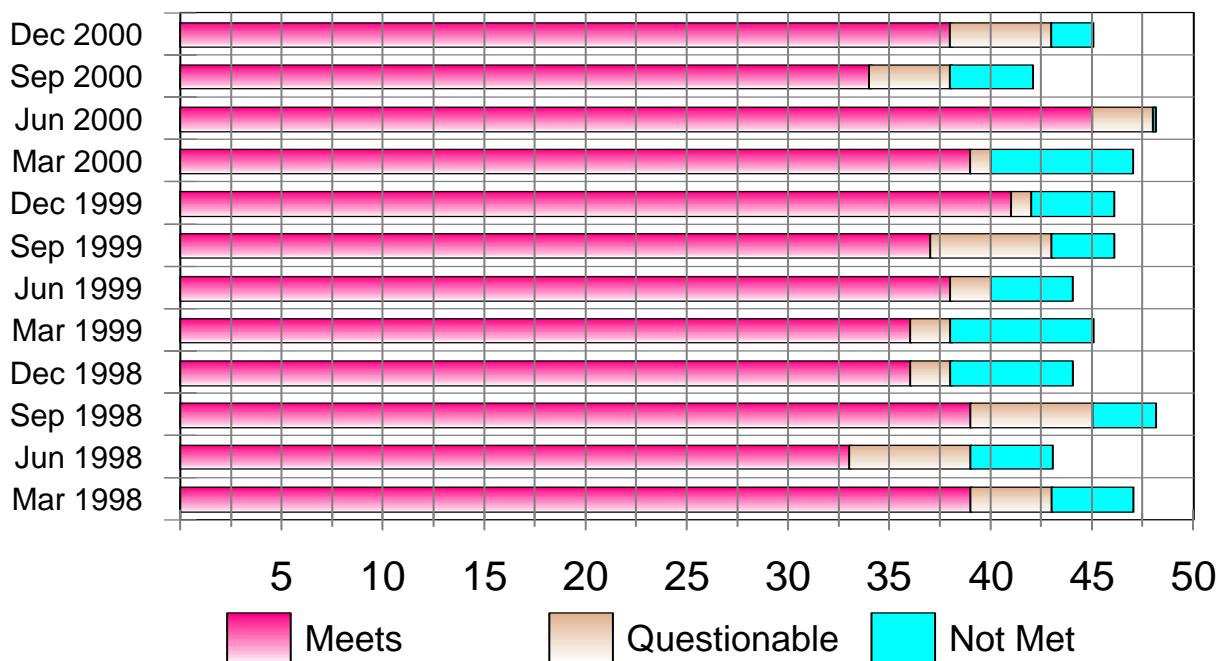
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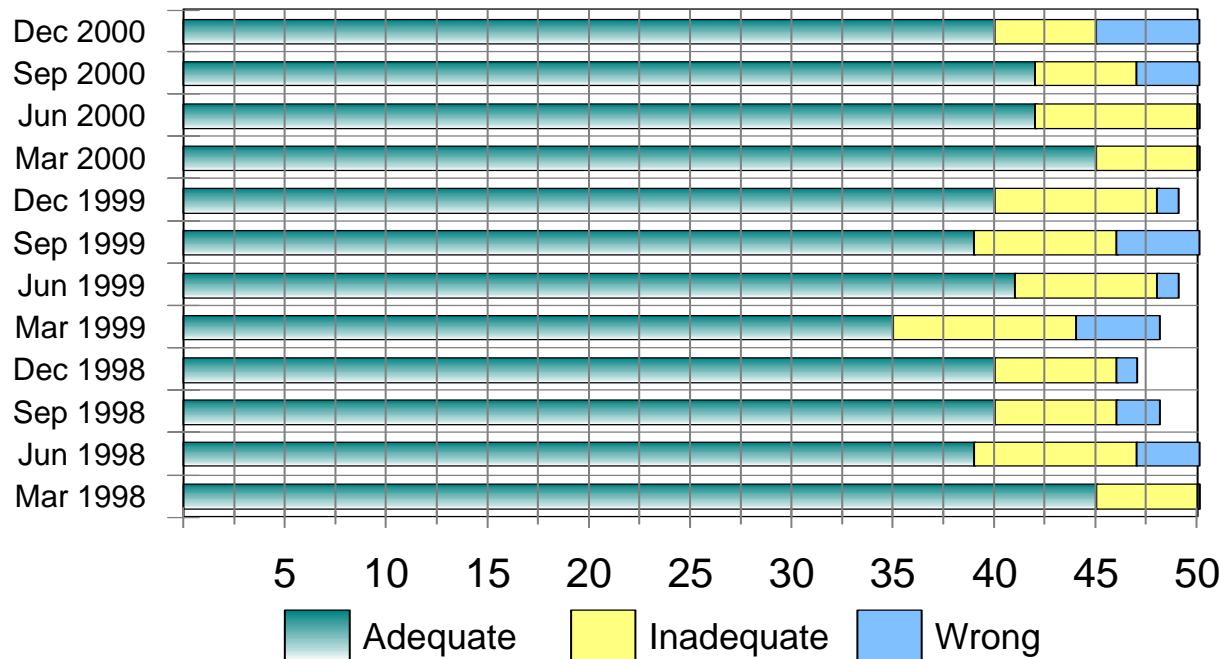
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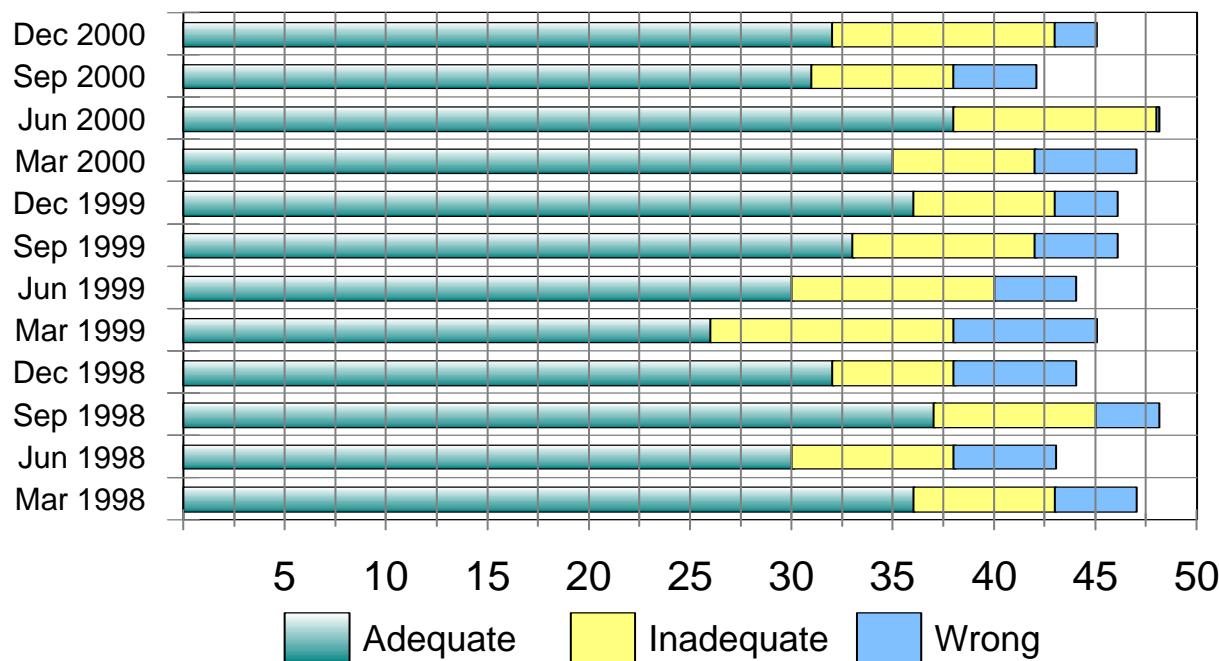
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MI - Written Determination - Results Separations - - 1998 - 2000

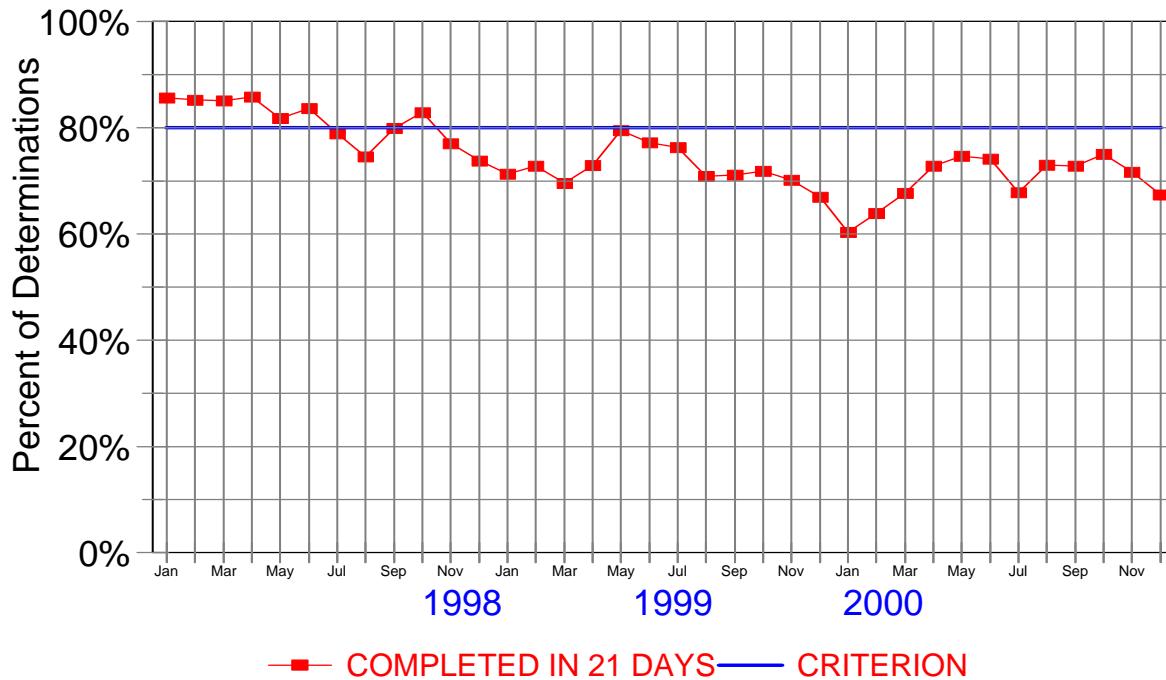


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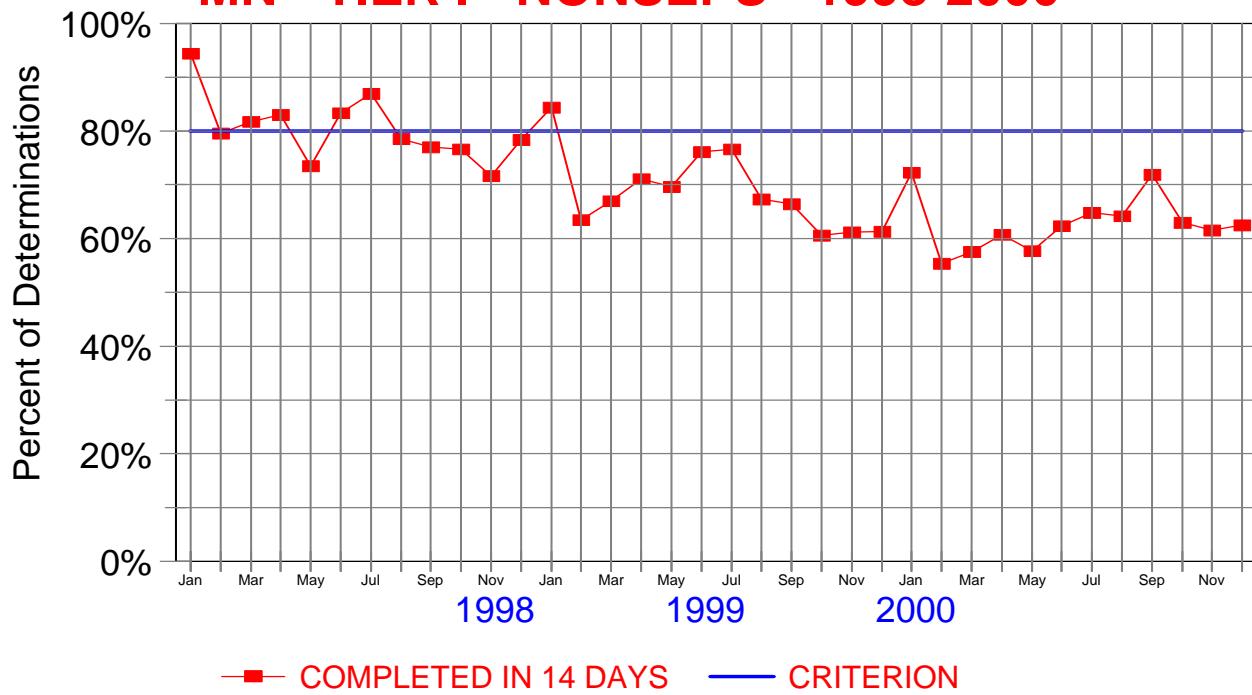


MINNESOTA

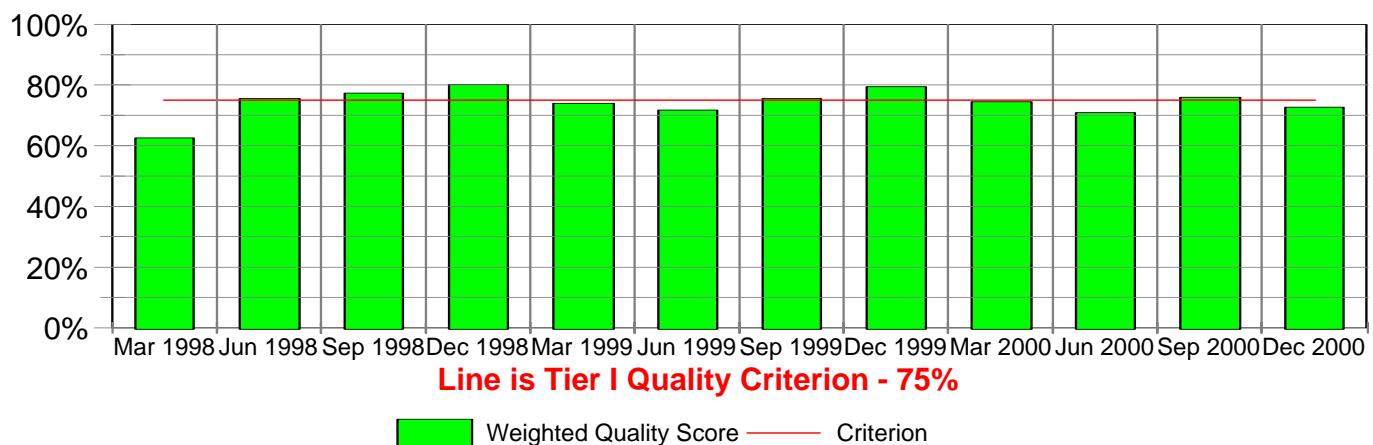
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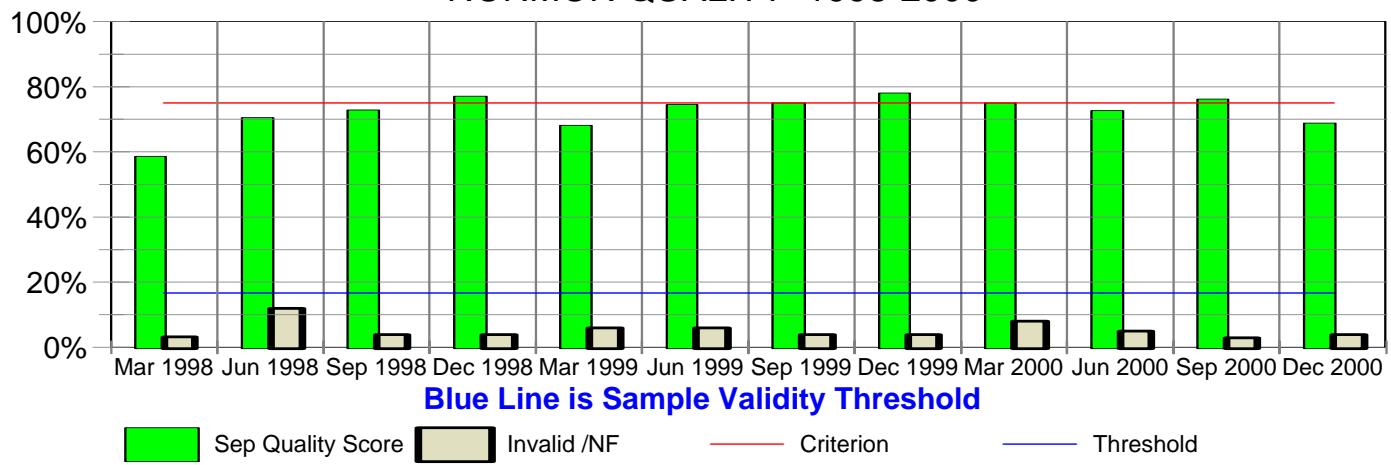
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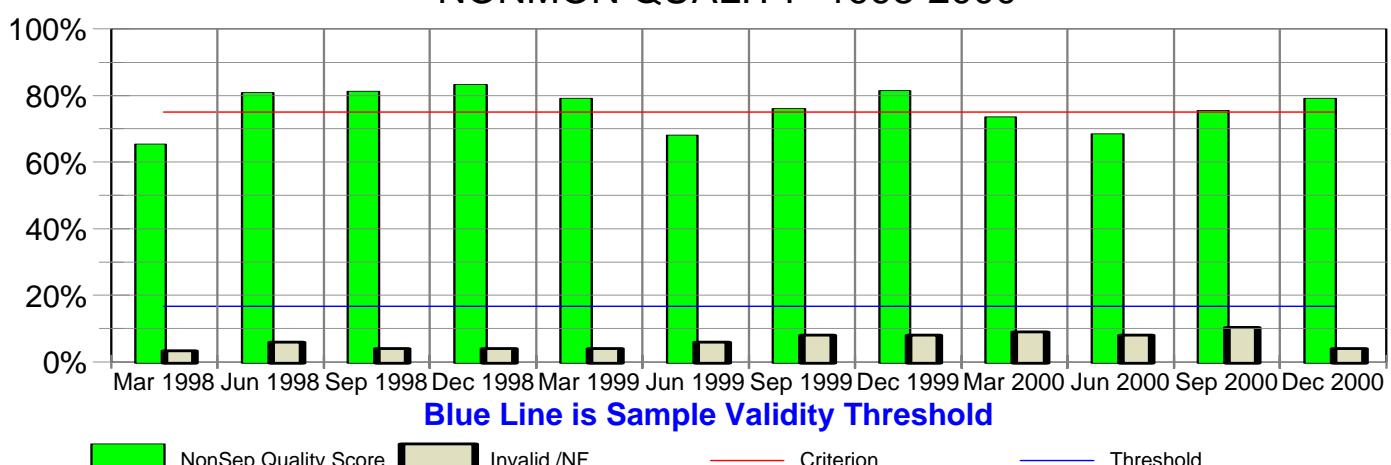
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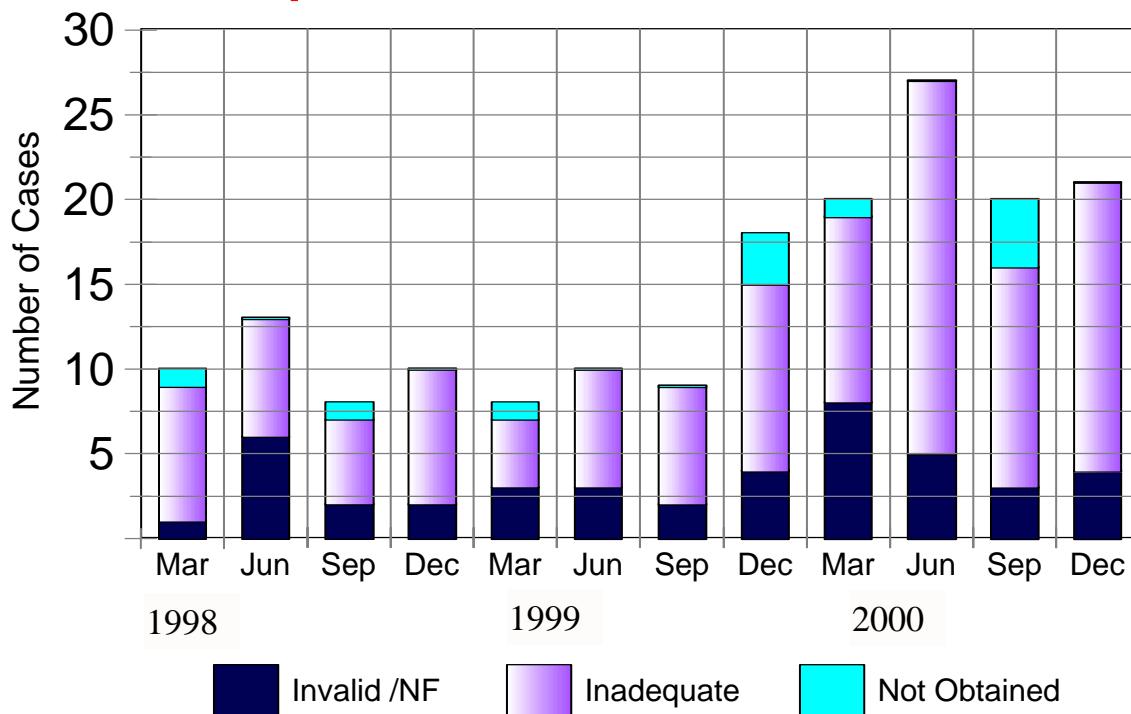
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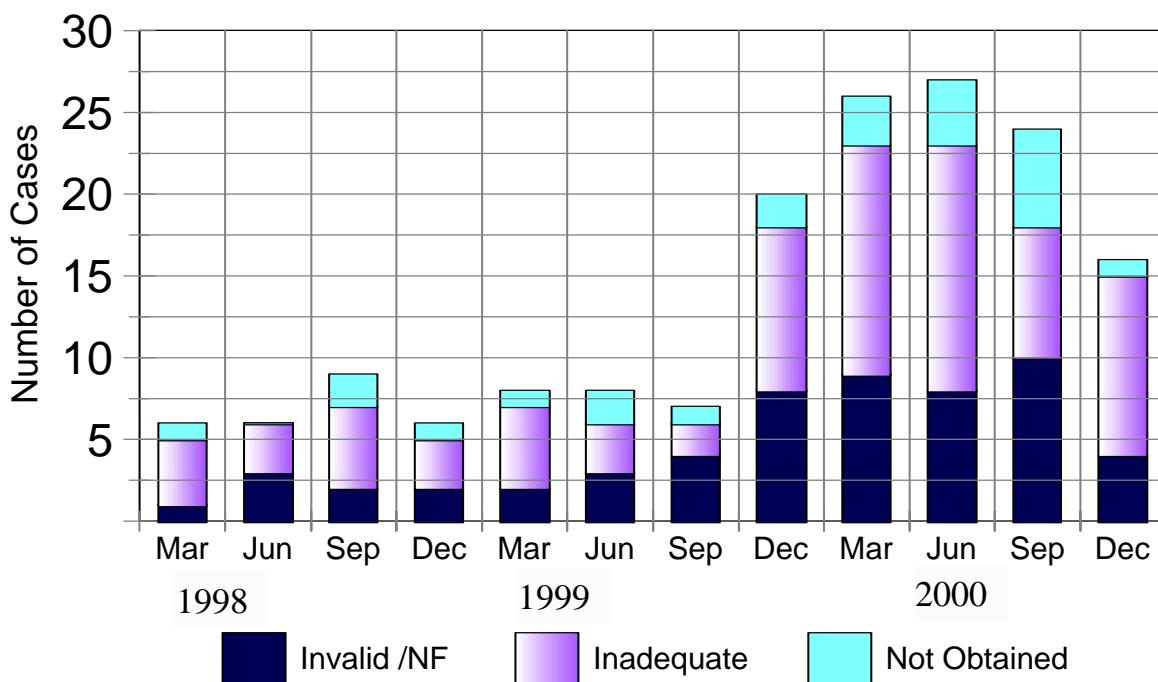
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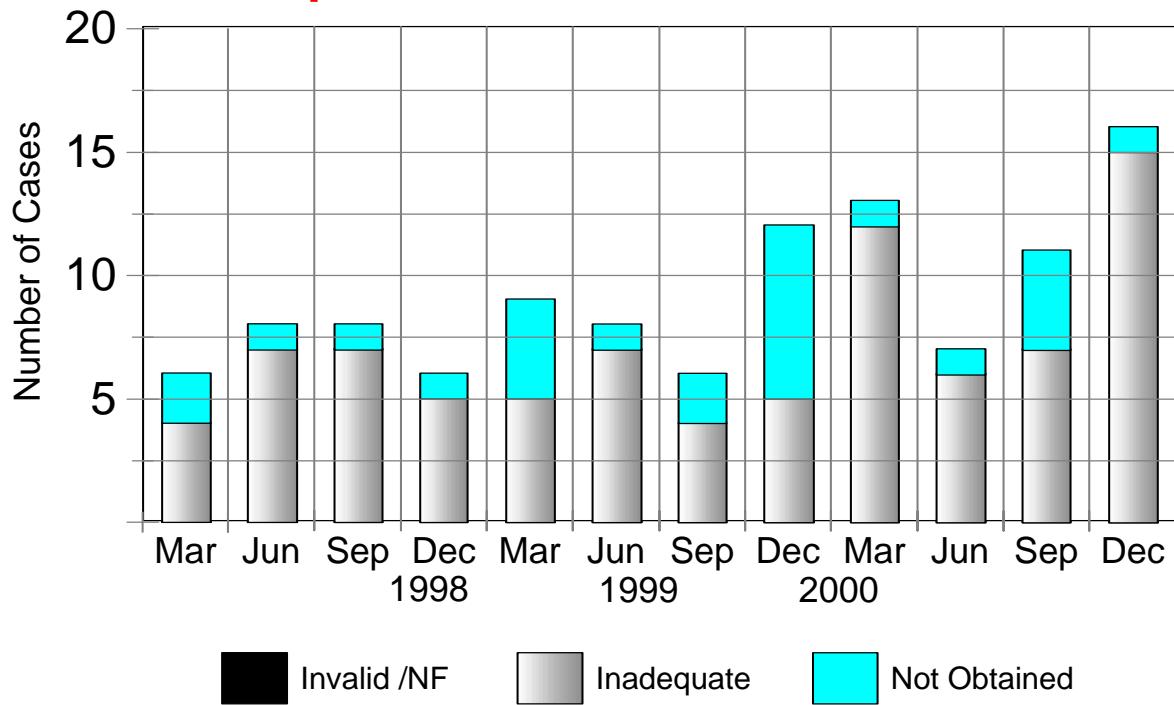
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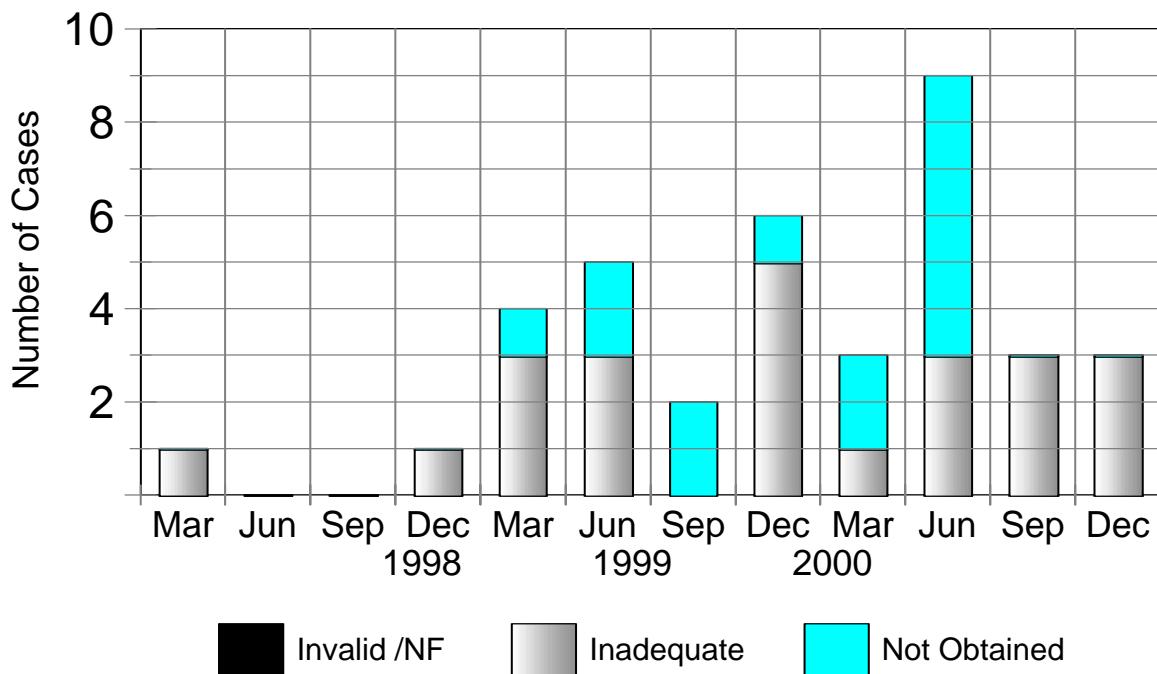
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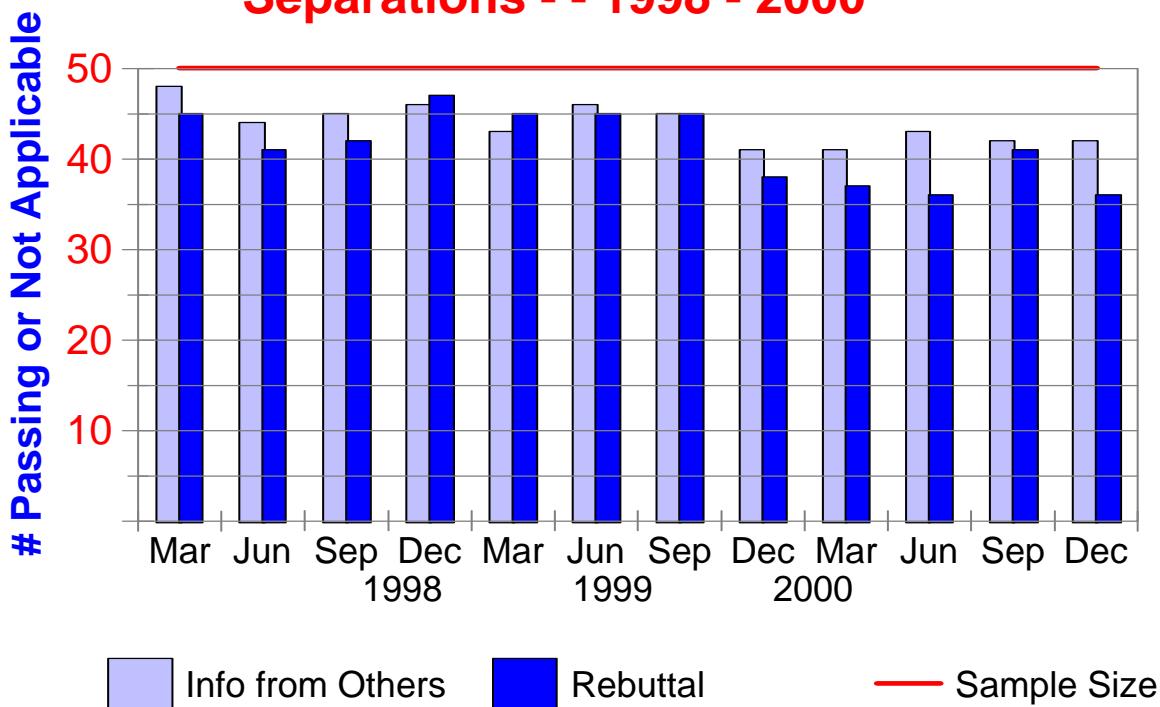


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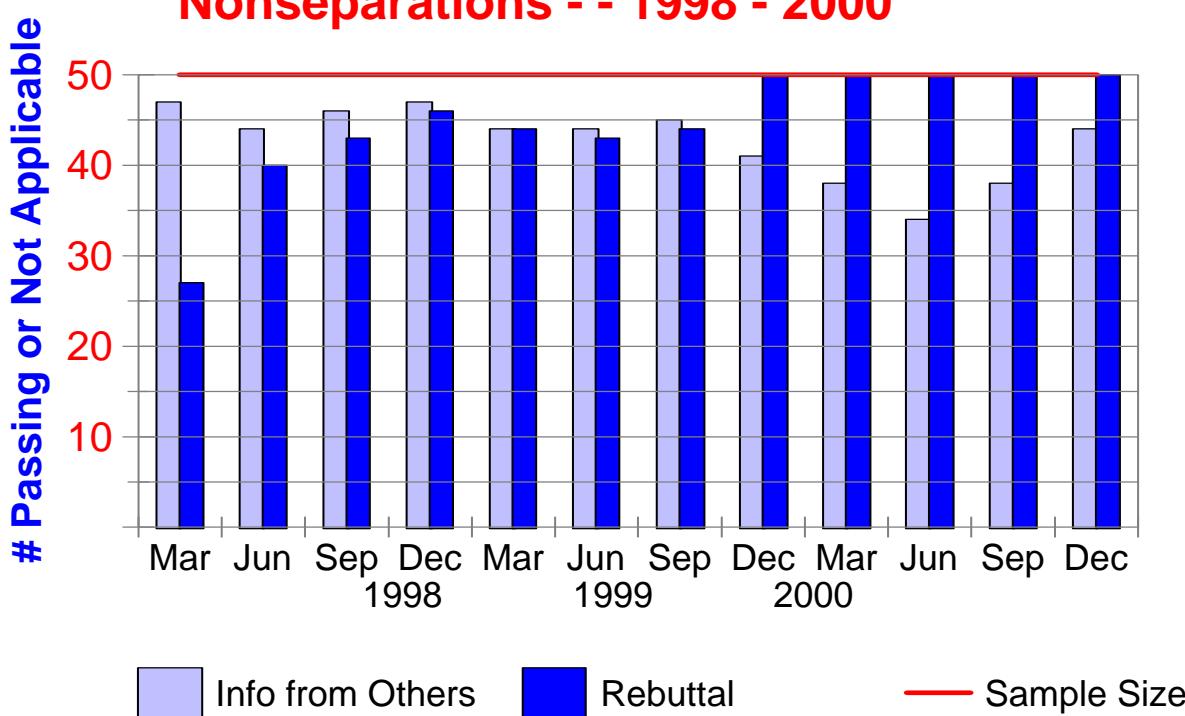
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Separations - - 1998 - 2000

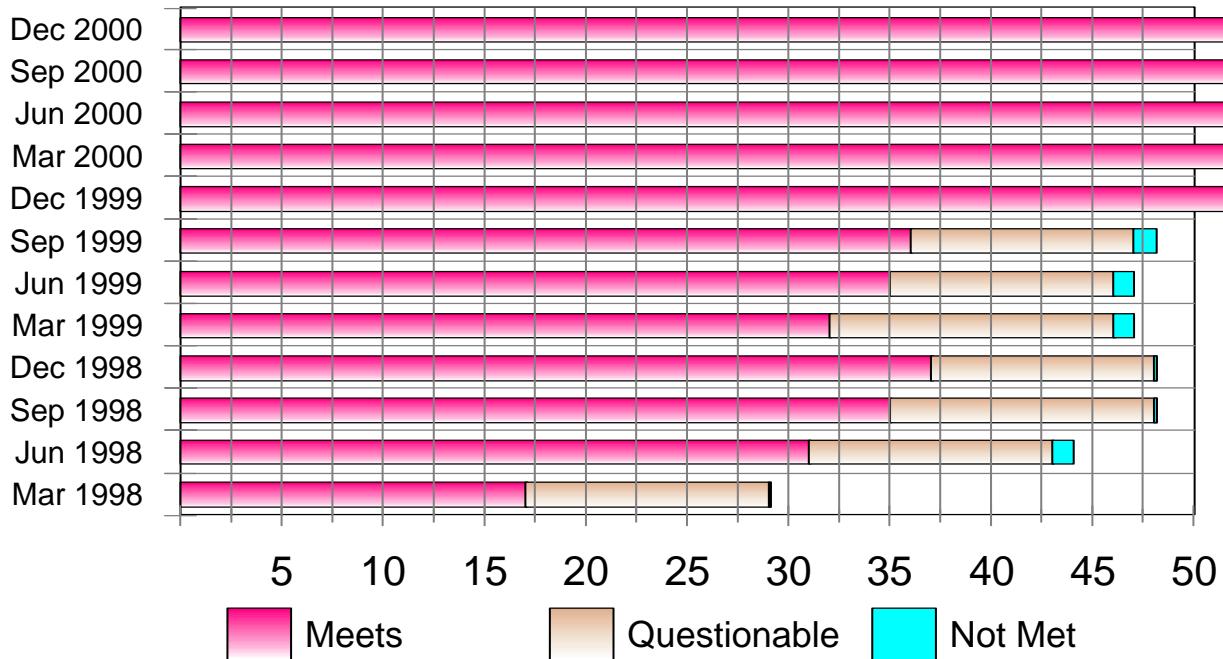


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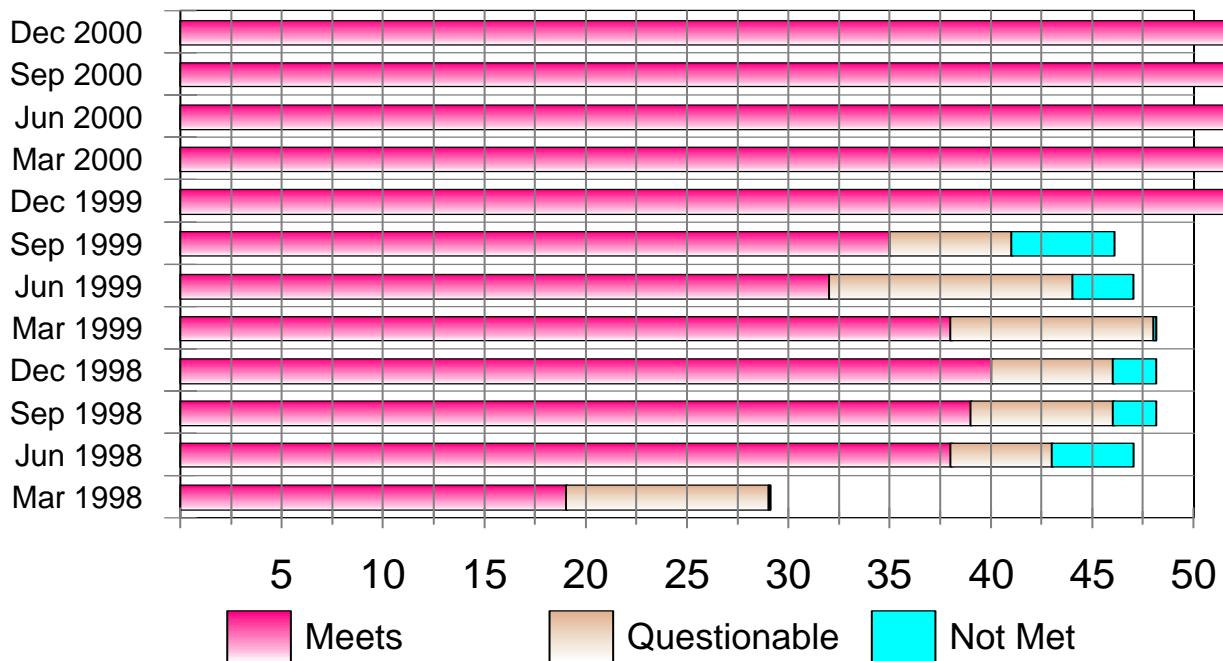
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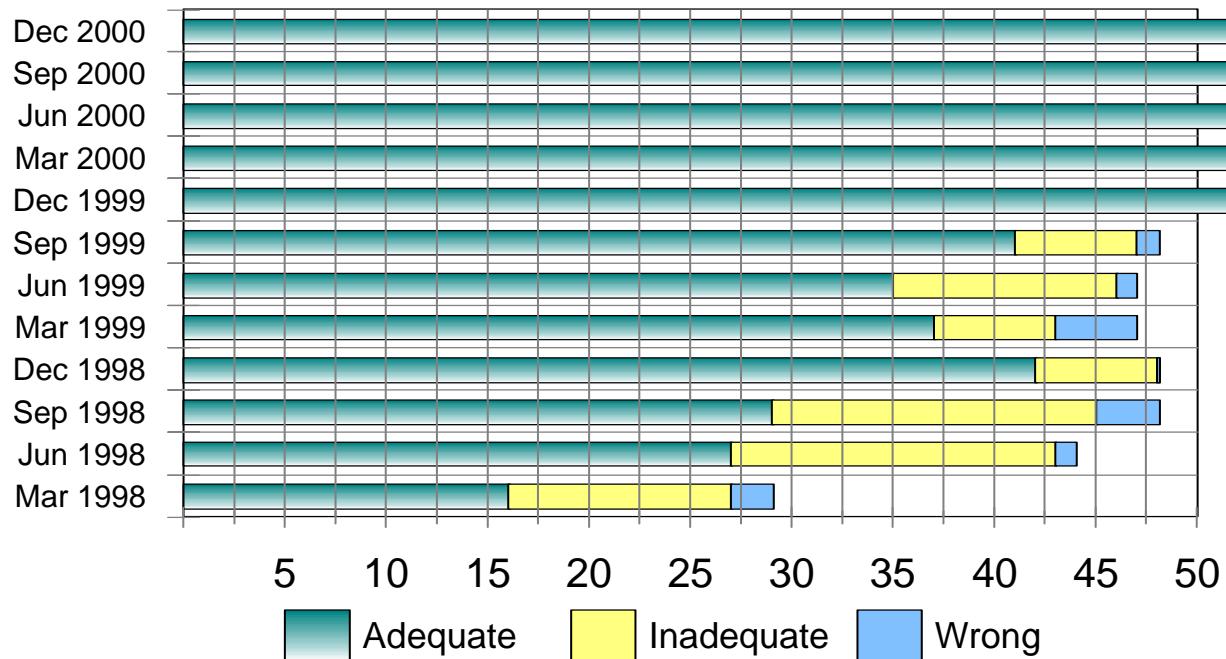
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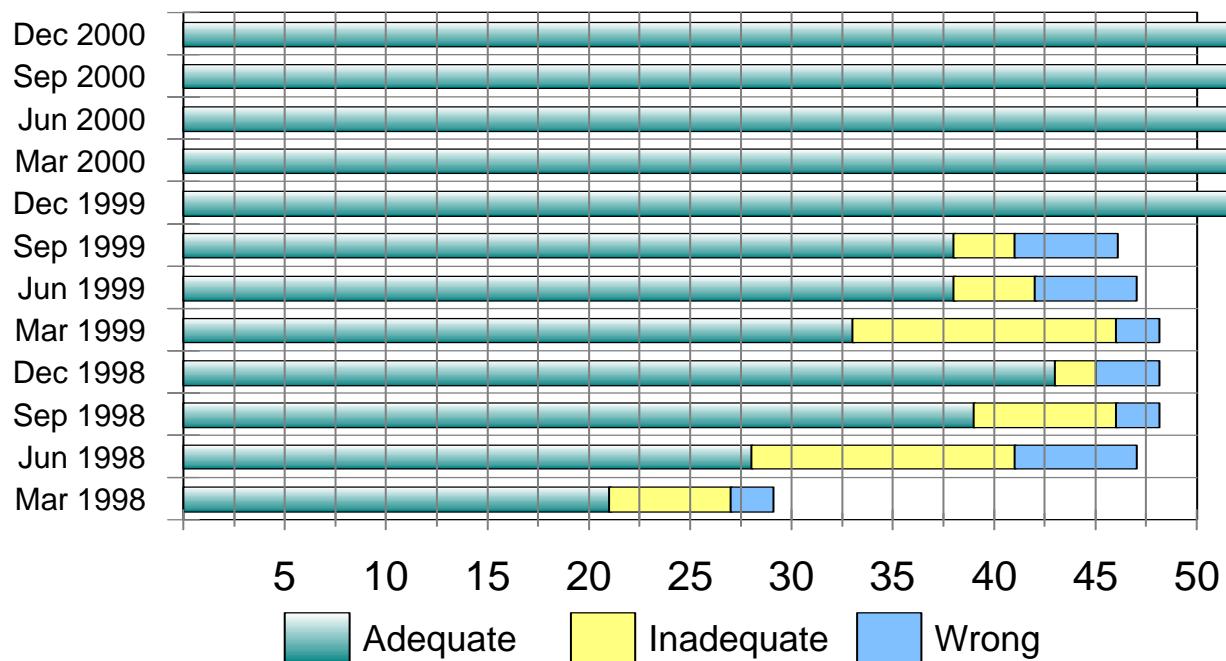
MN - Meets Law & Policy - Results Nonseparations - - 1998 - 2000



MN - Written Determination - Results Separations - - 1998 - 2000

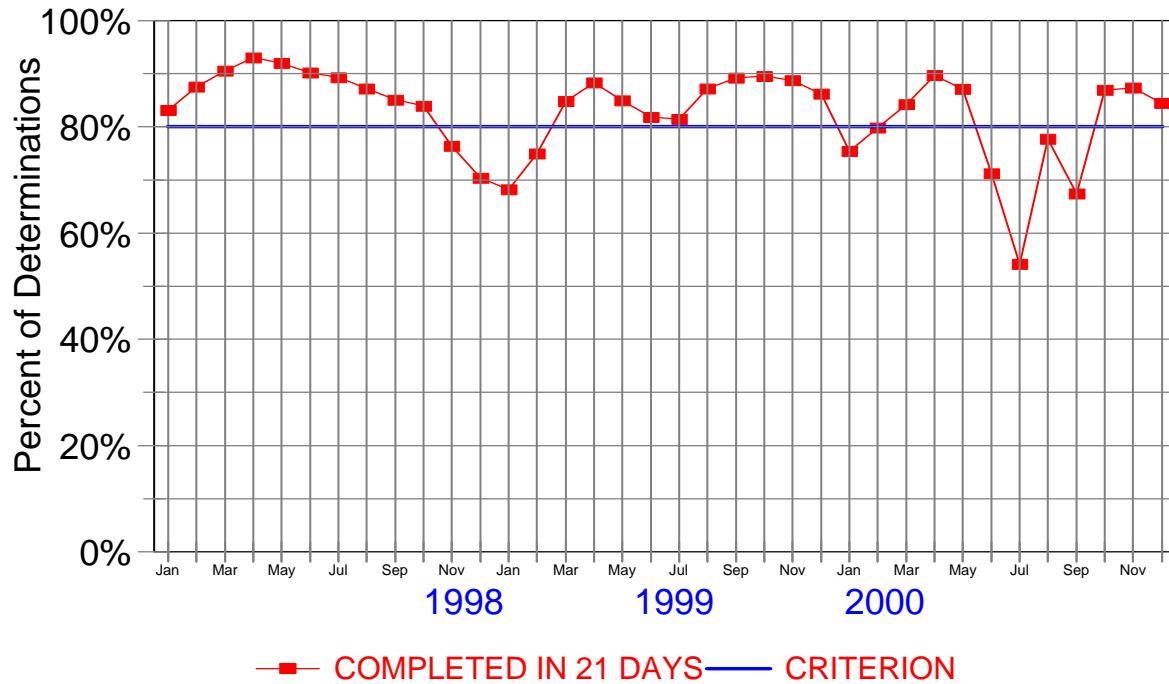


MN - Written Determination - Results Nonseparations - - 1998 - 2000

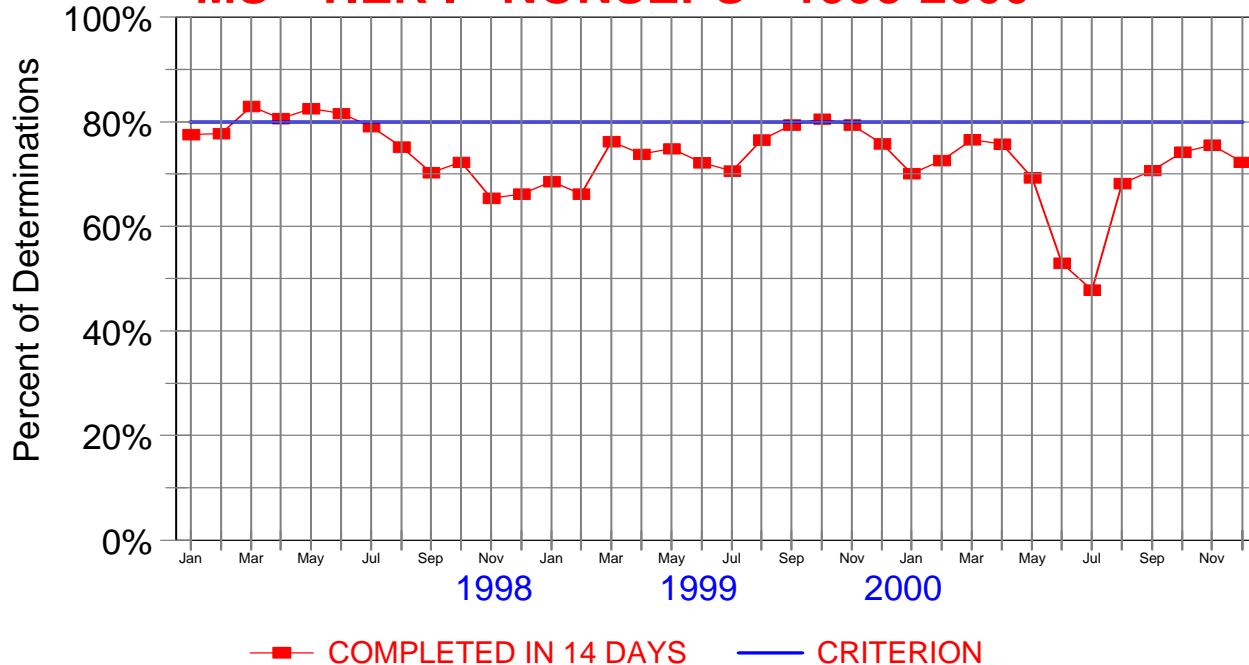


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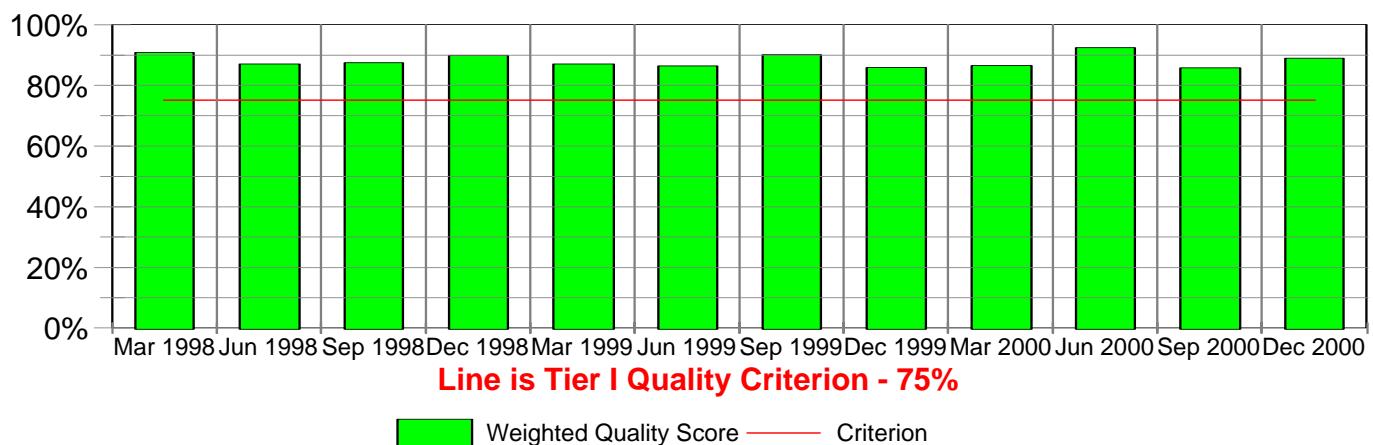
Nonmonetary Determinations Timeliness MS - TIER I - SEPARATIONS - 1998-2000



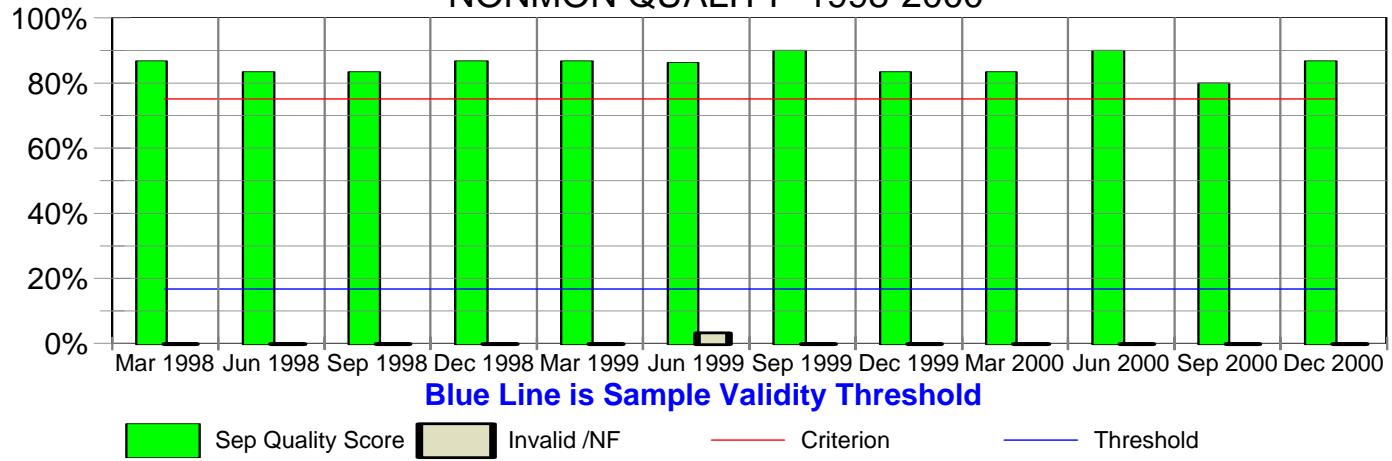
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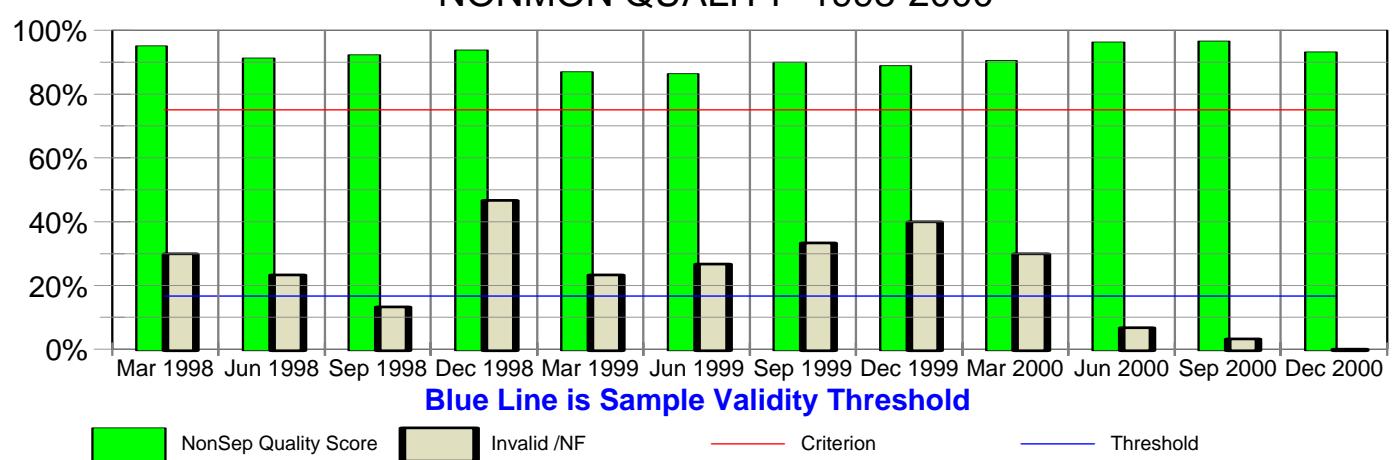
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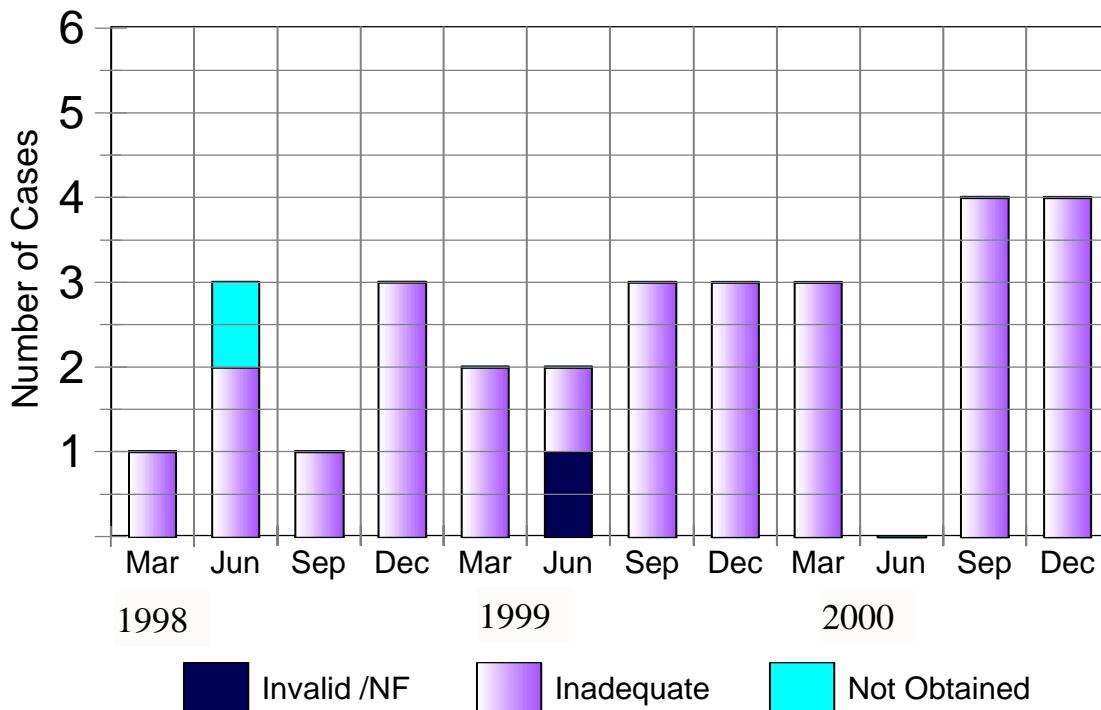
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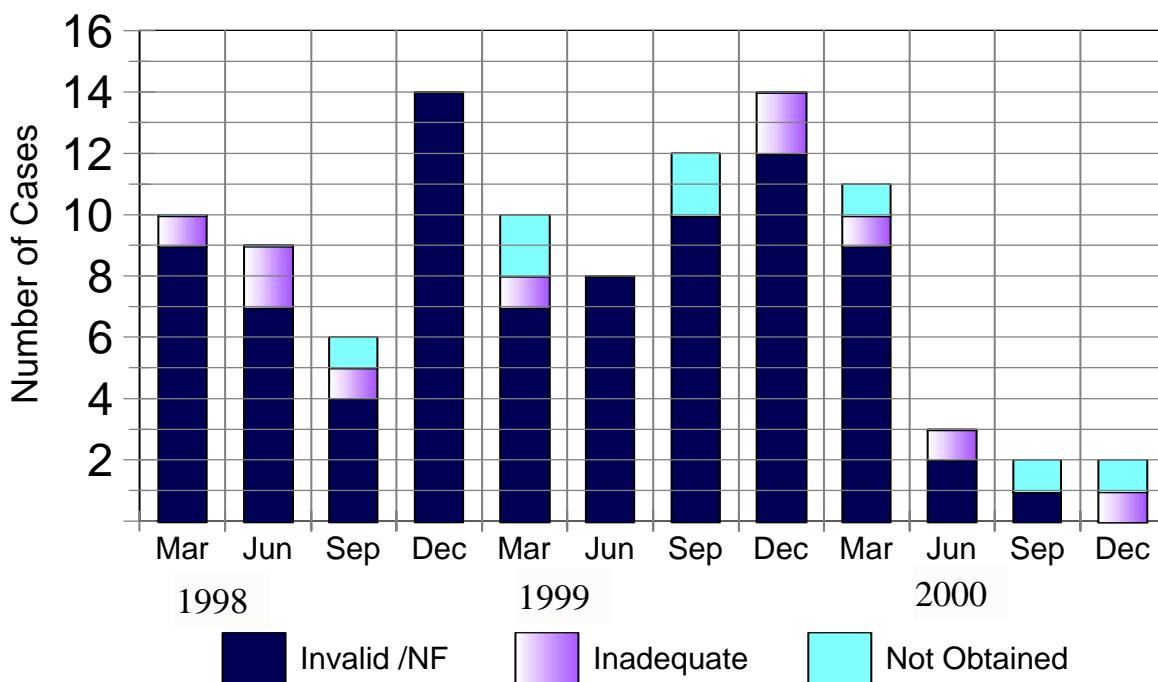
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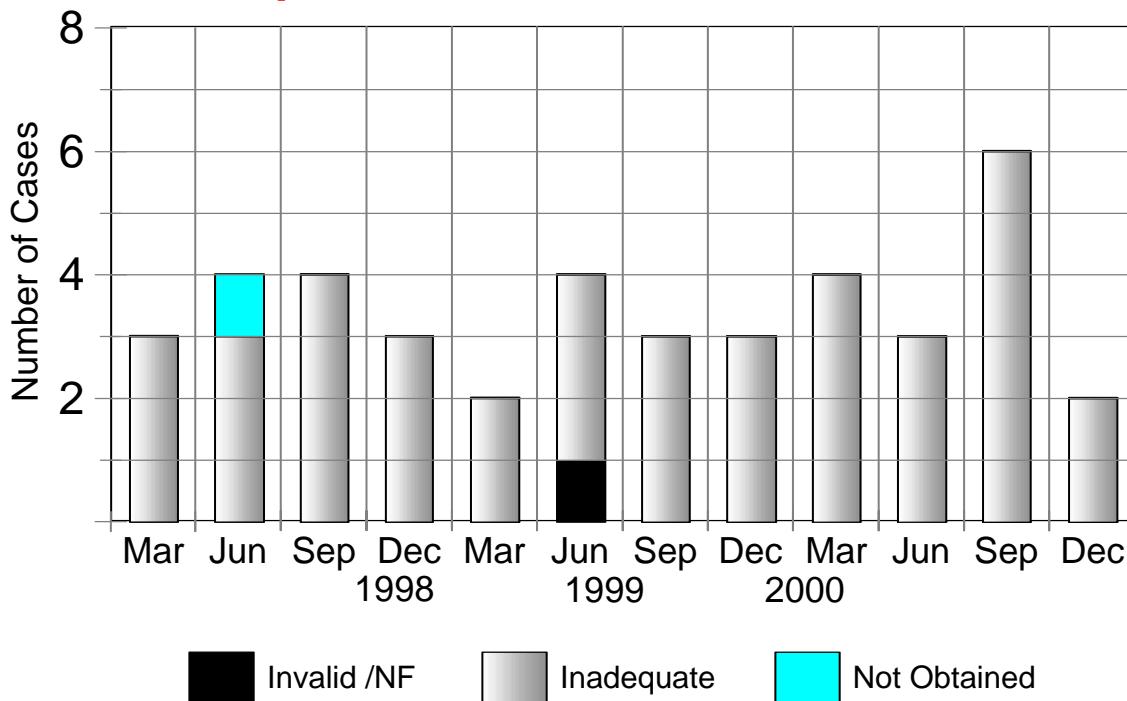
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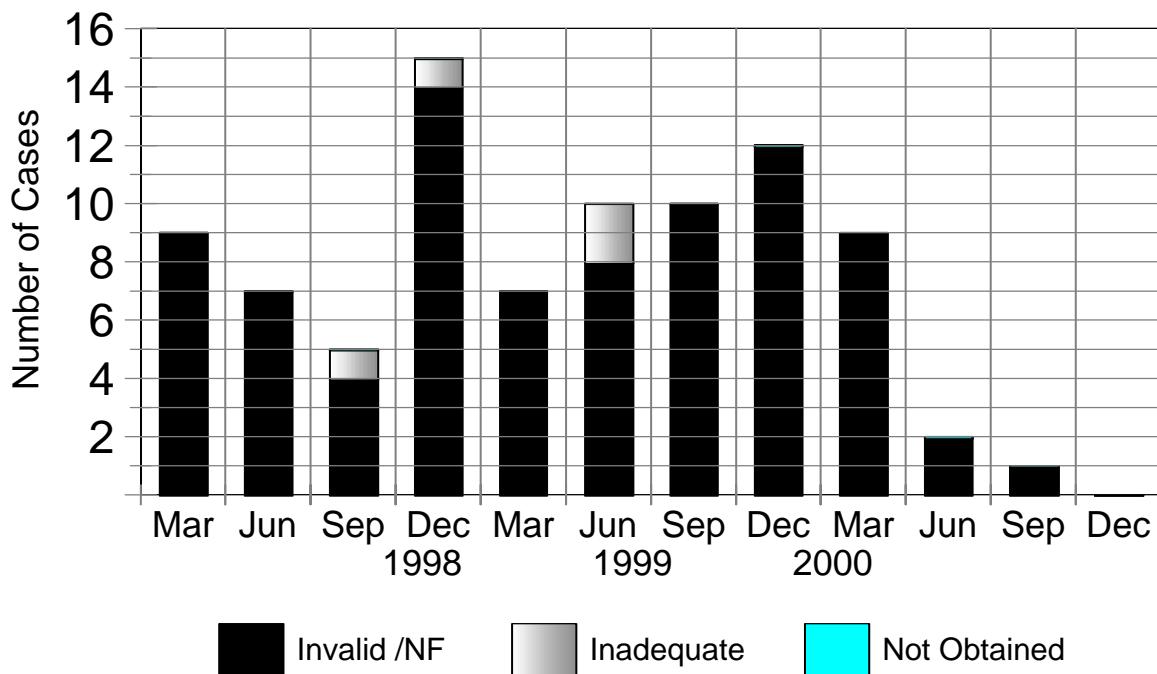
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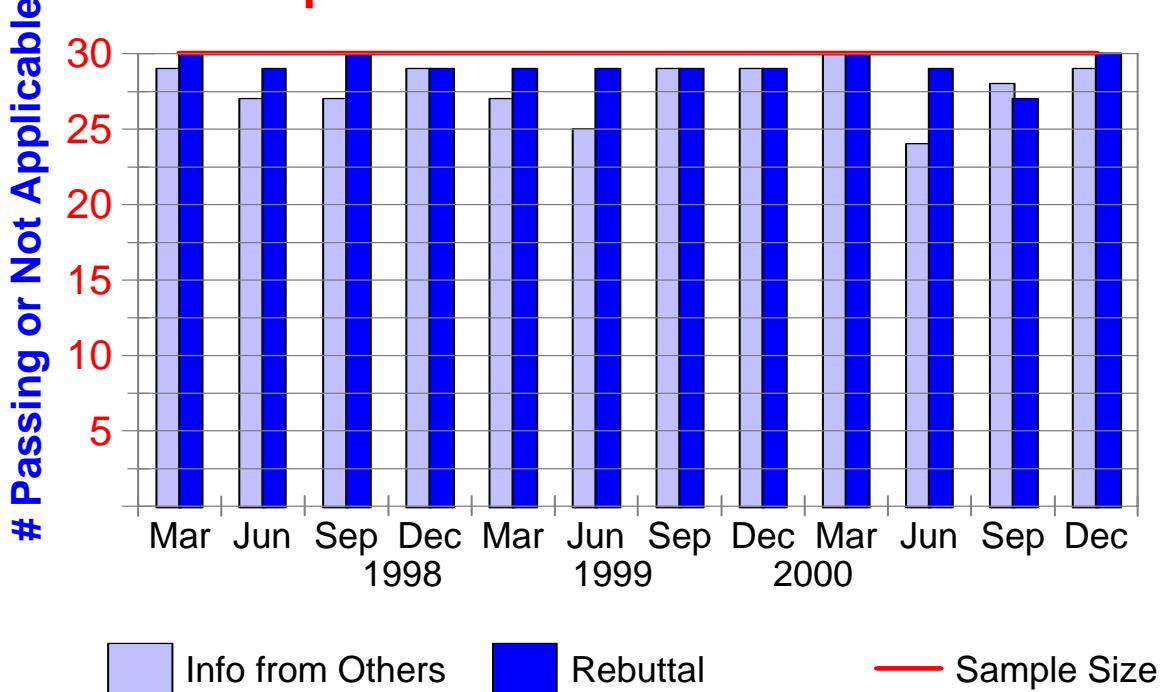


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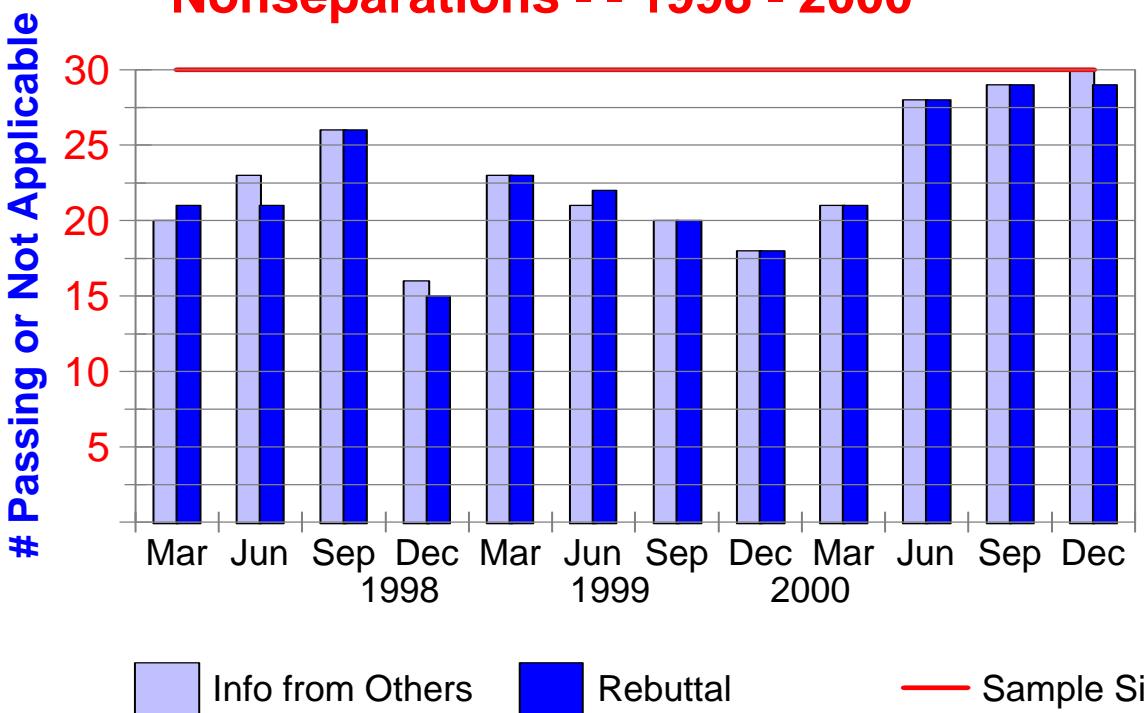
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Separations - - 1998 - 2000

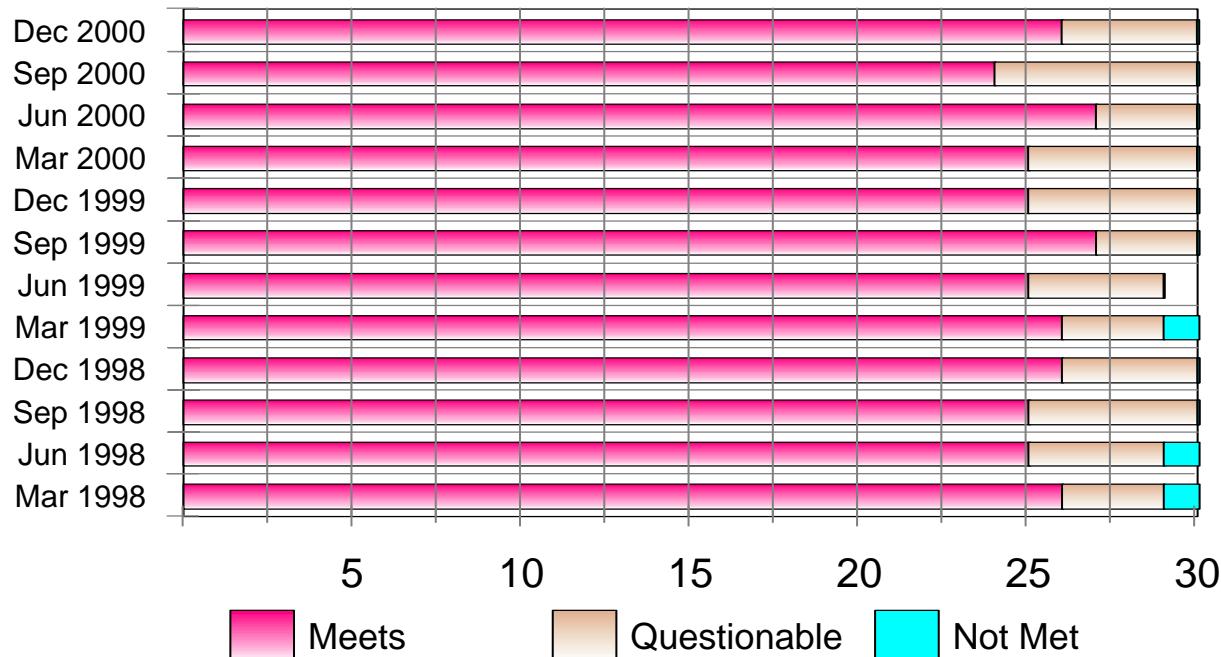


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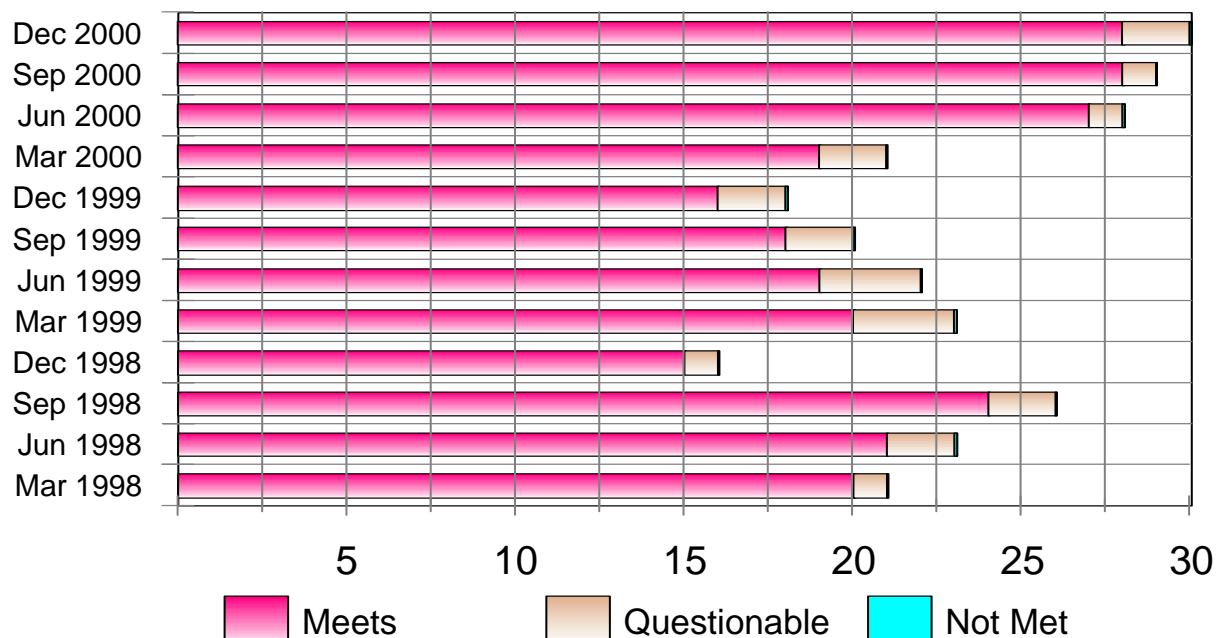
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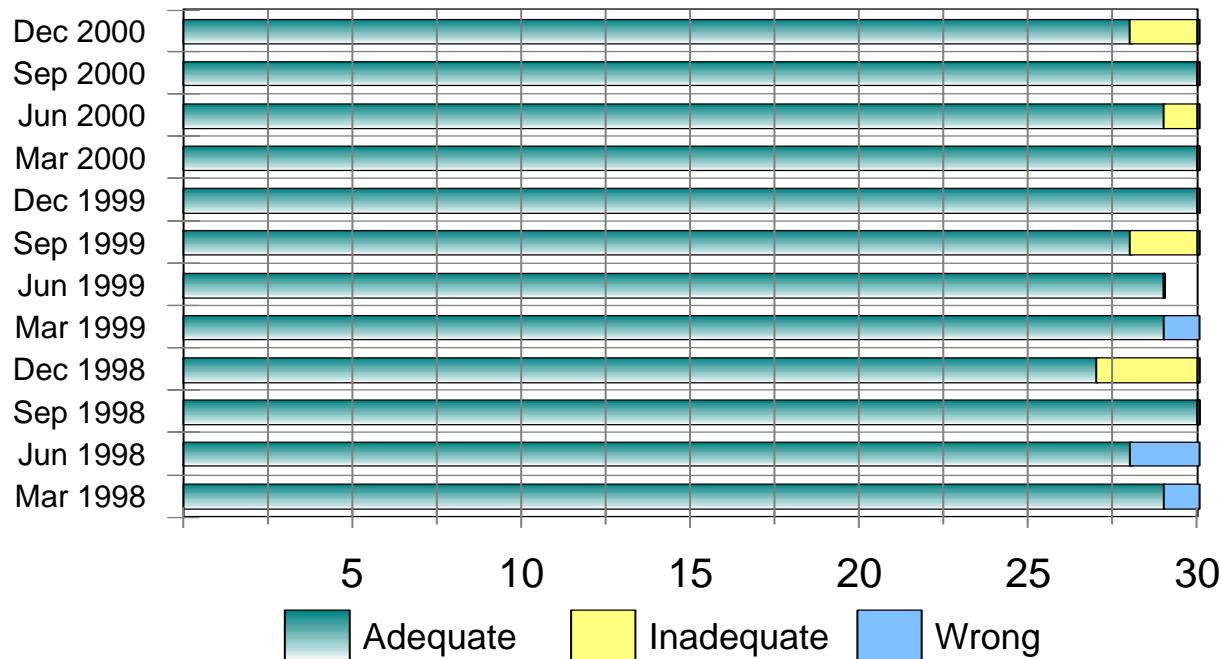
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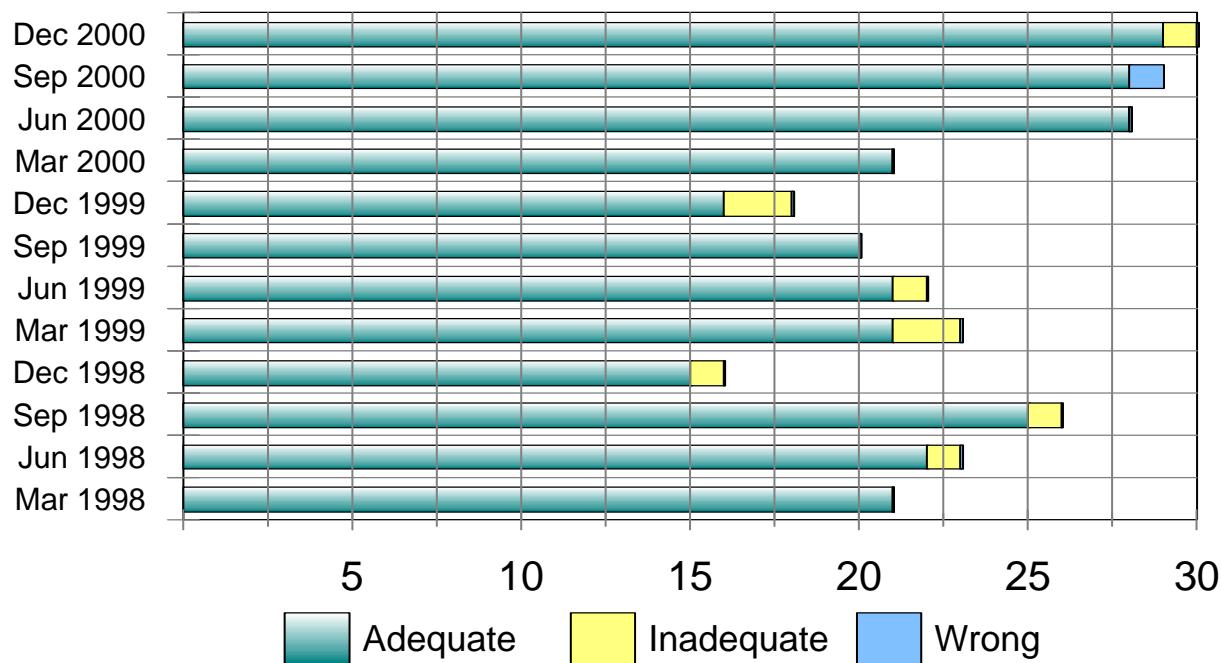
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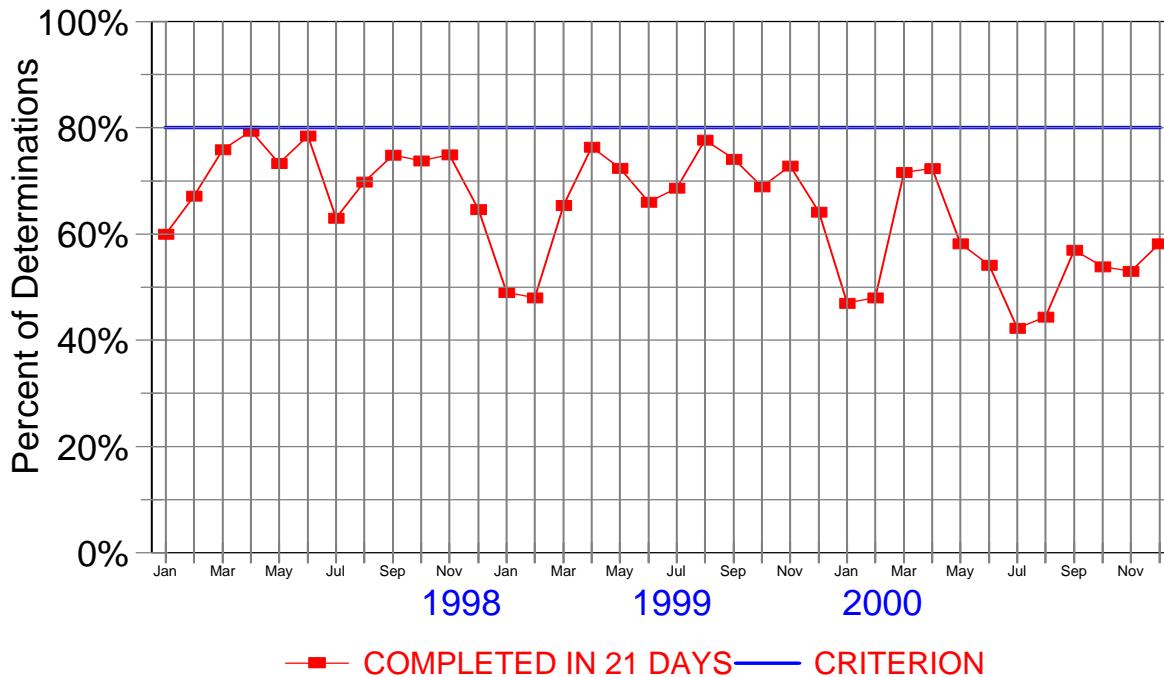
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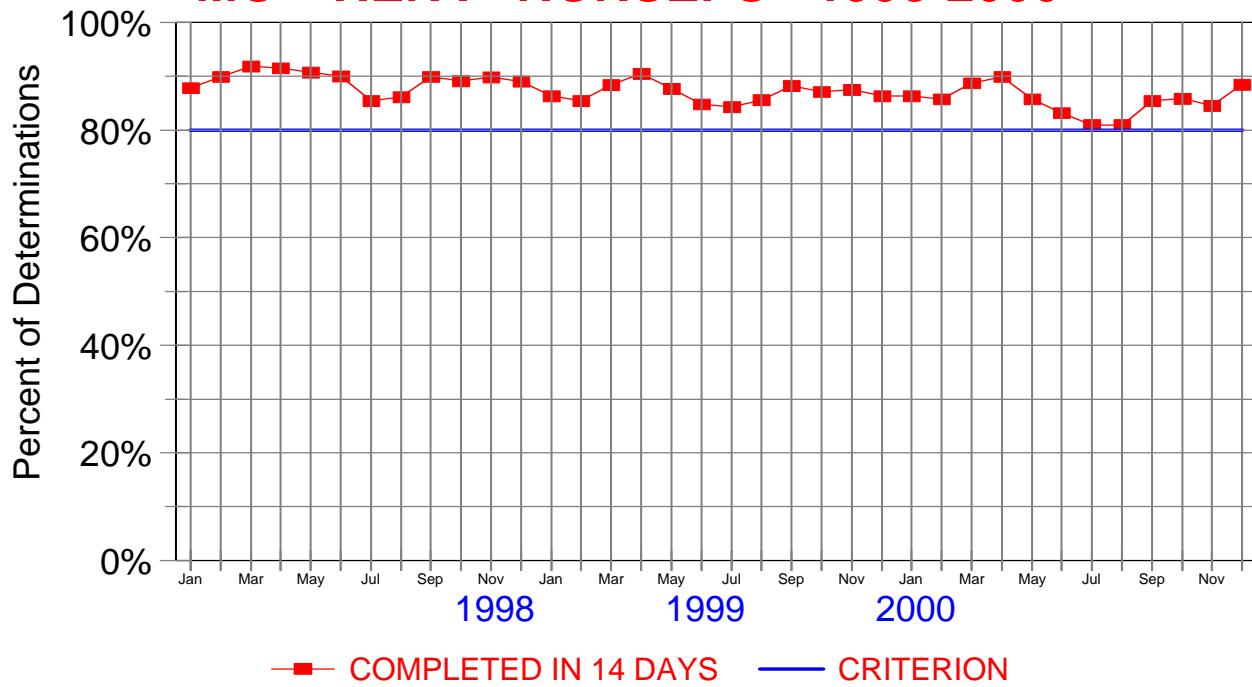
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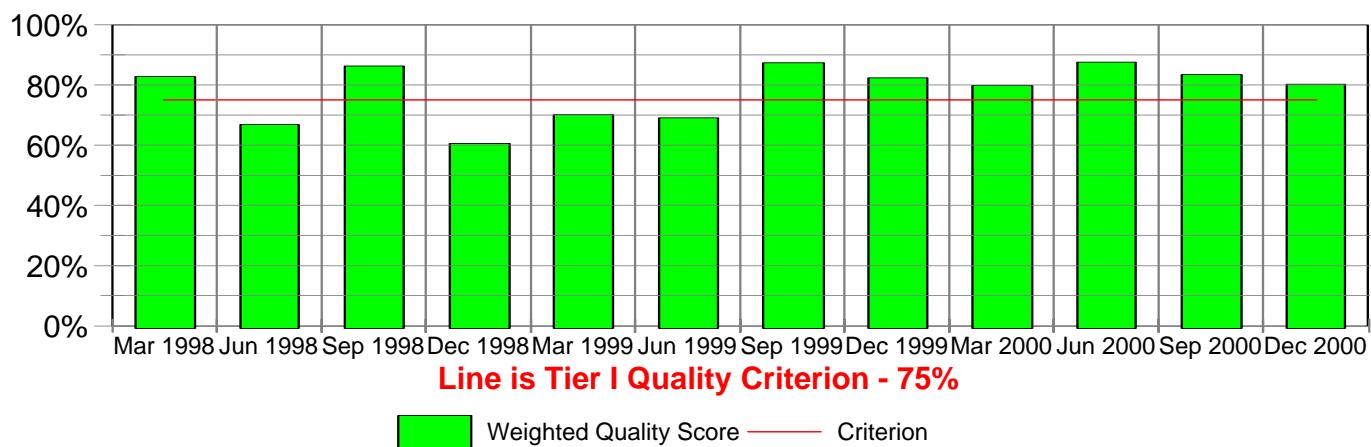
Nonmonetary Determinations Timeliness MO - TIER I - SEPARATIONS - 1998-2000



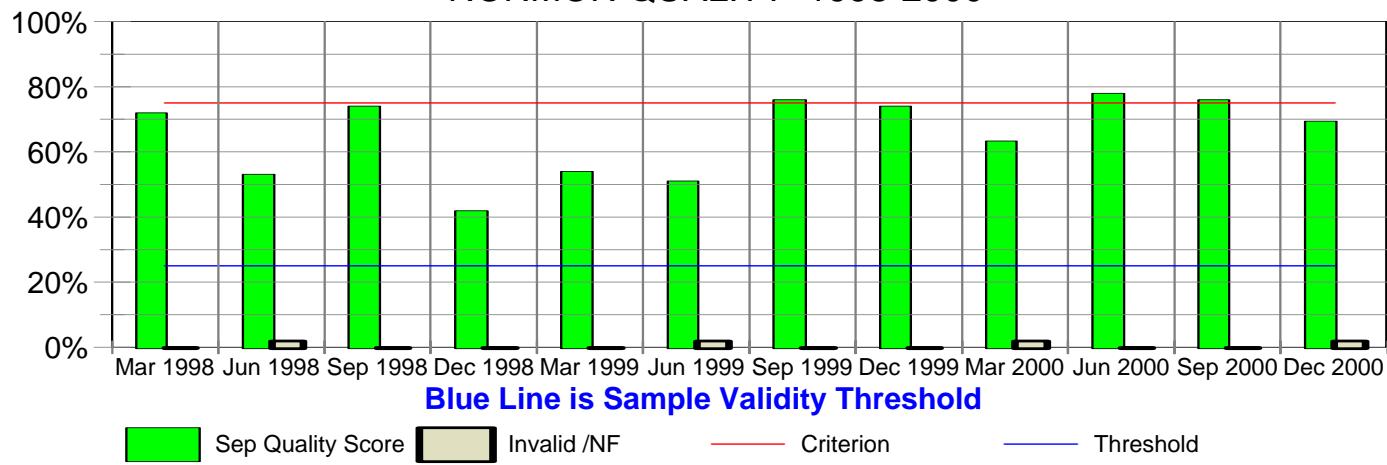
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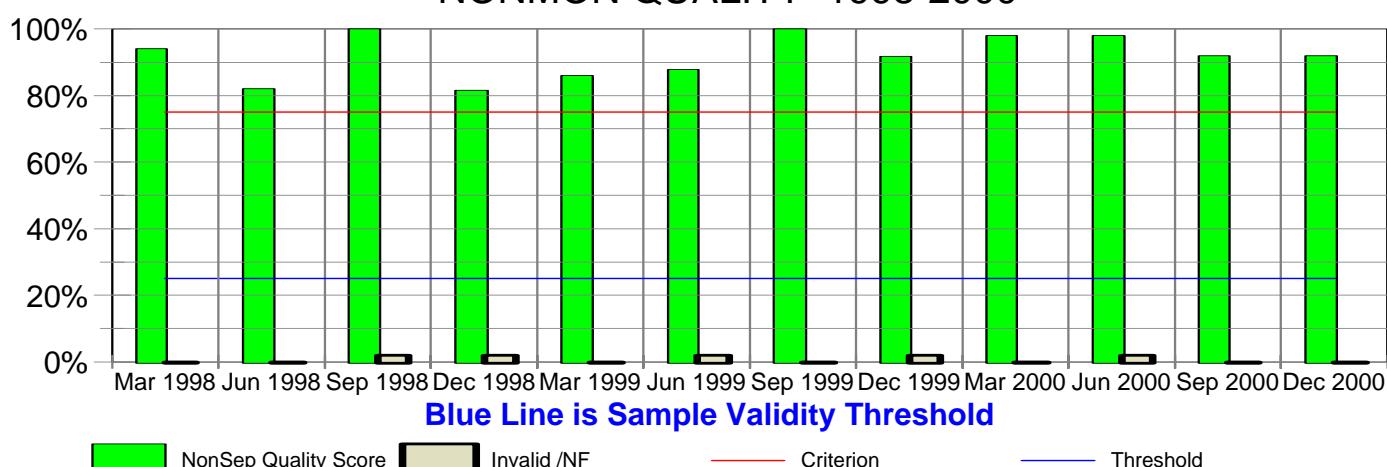
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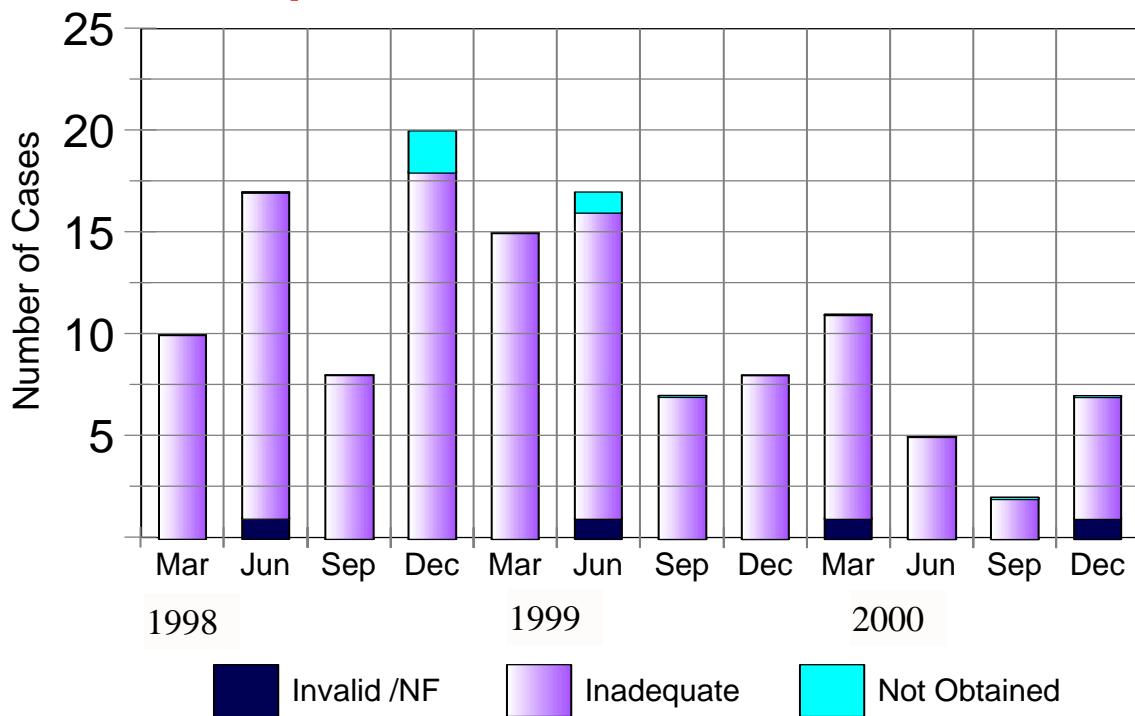
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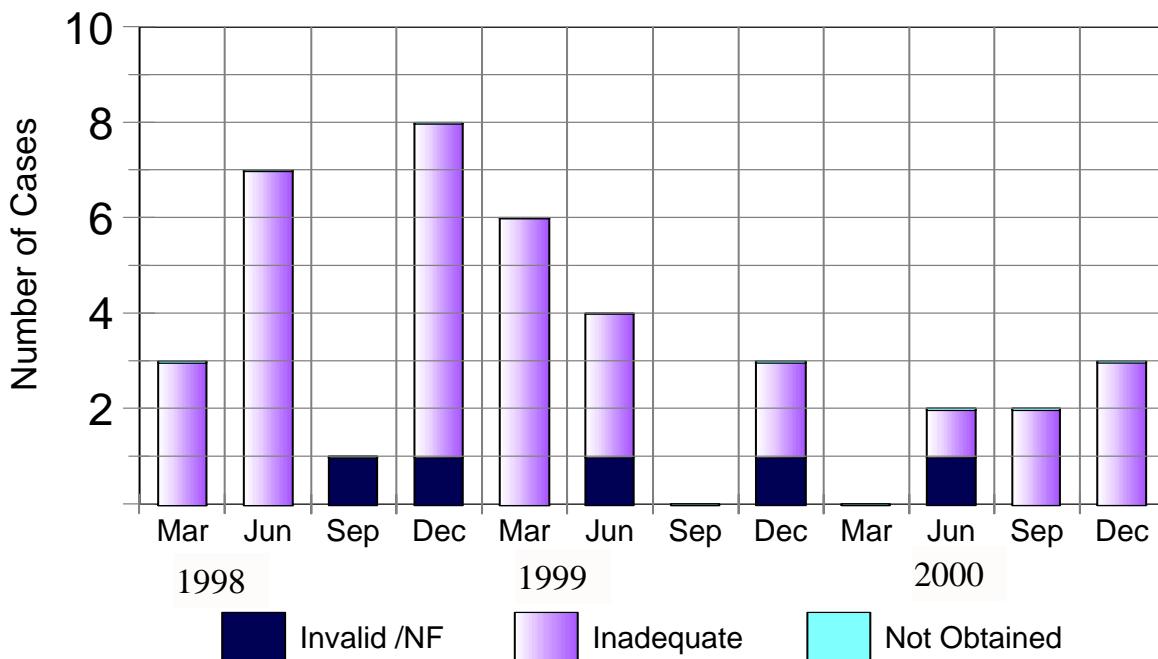
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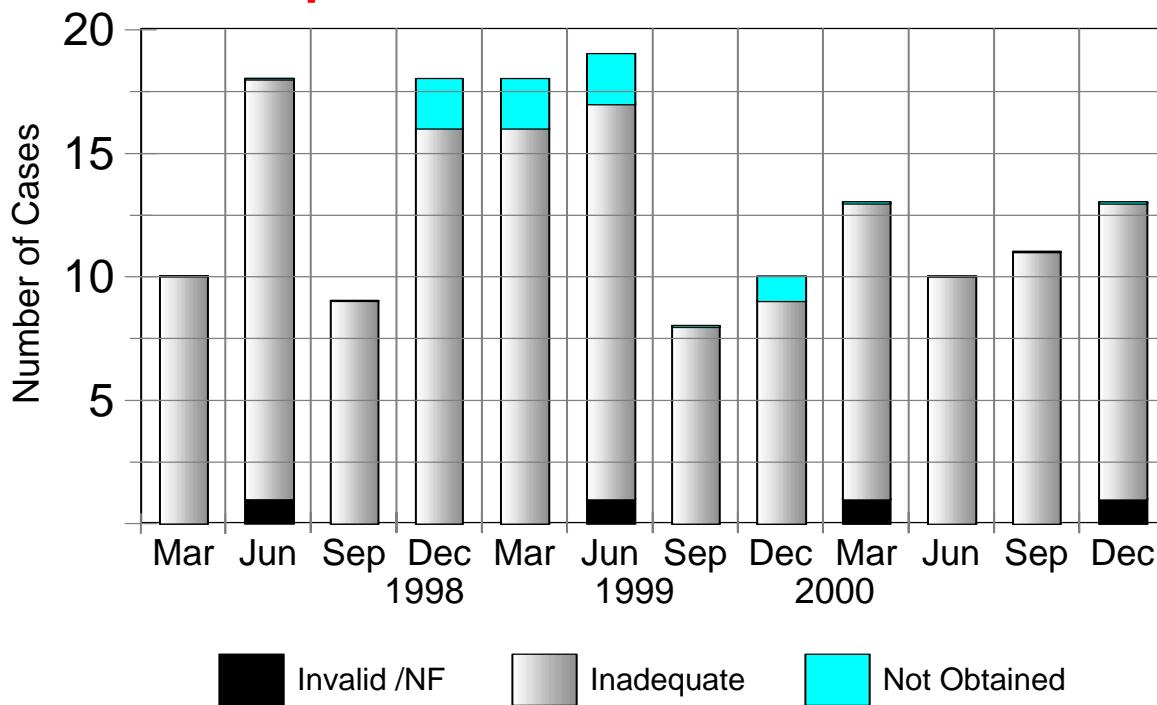
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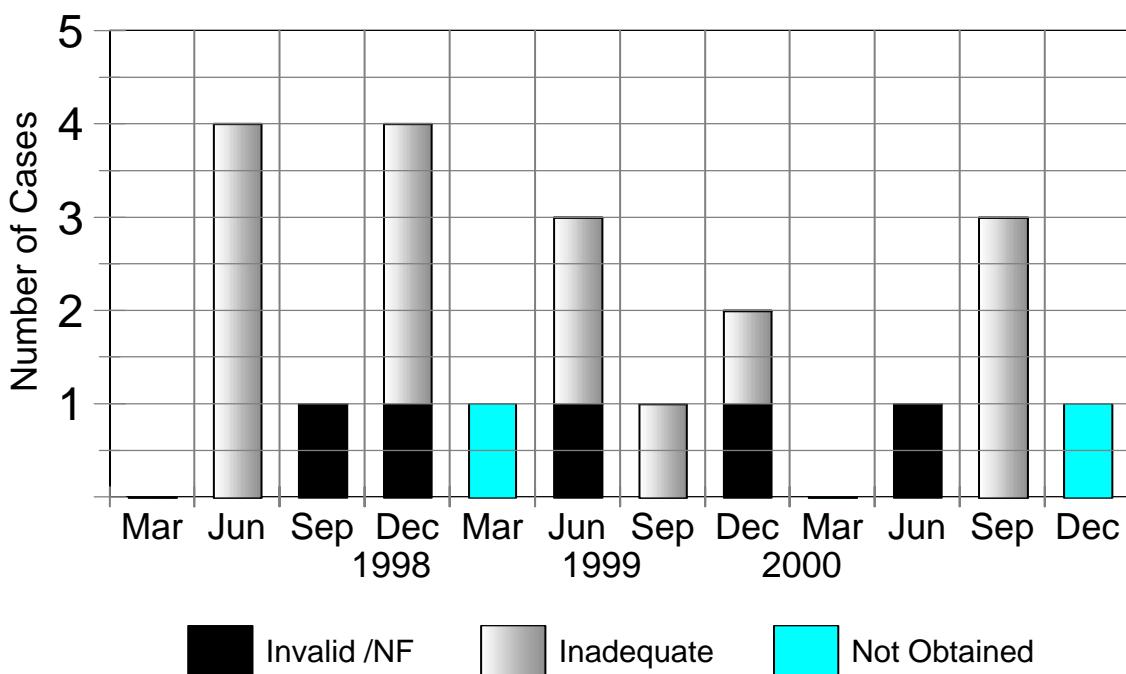
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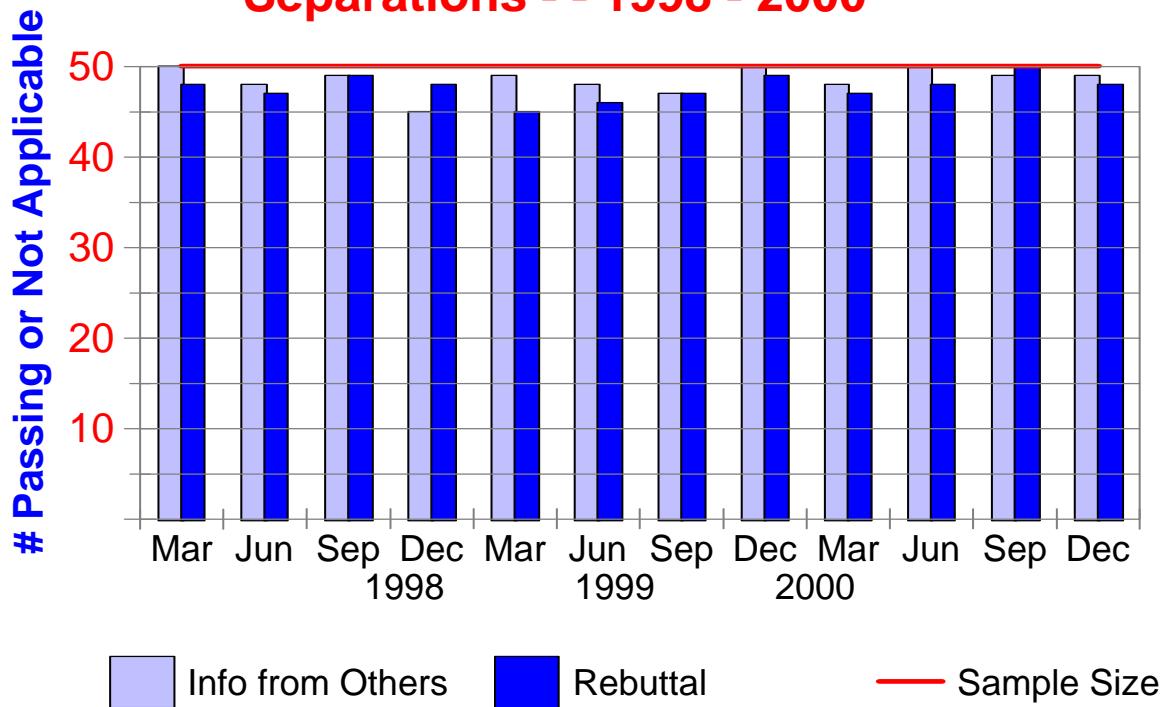


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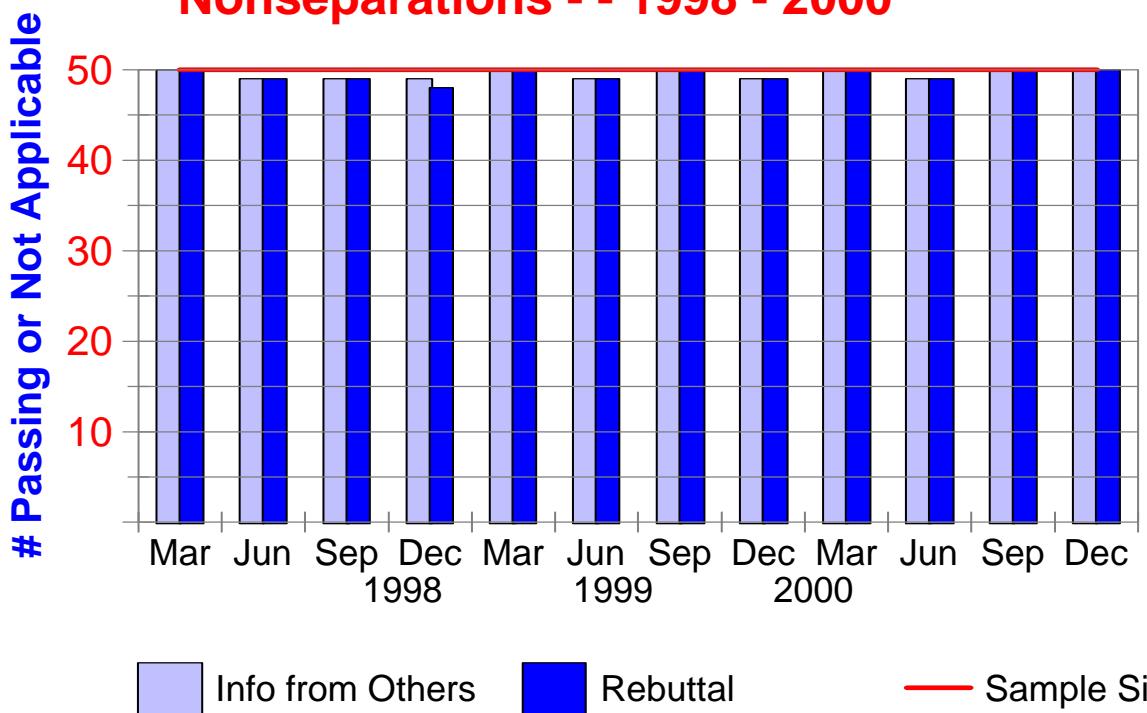
MO- Information from Others & Rebuttal

Separations - - 1998 - 2000

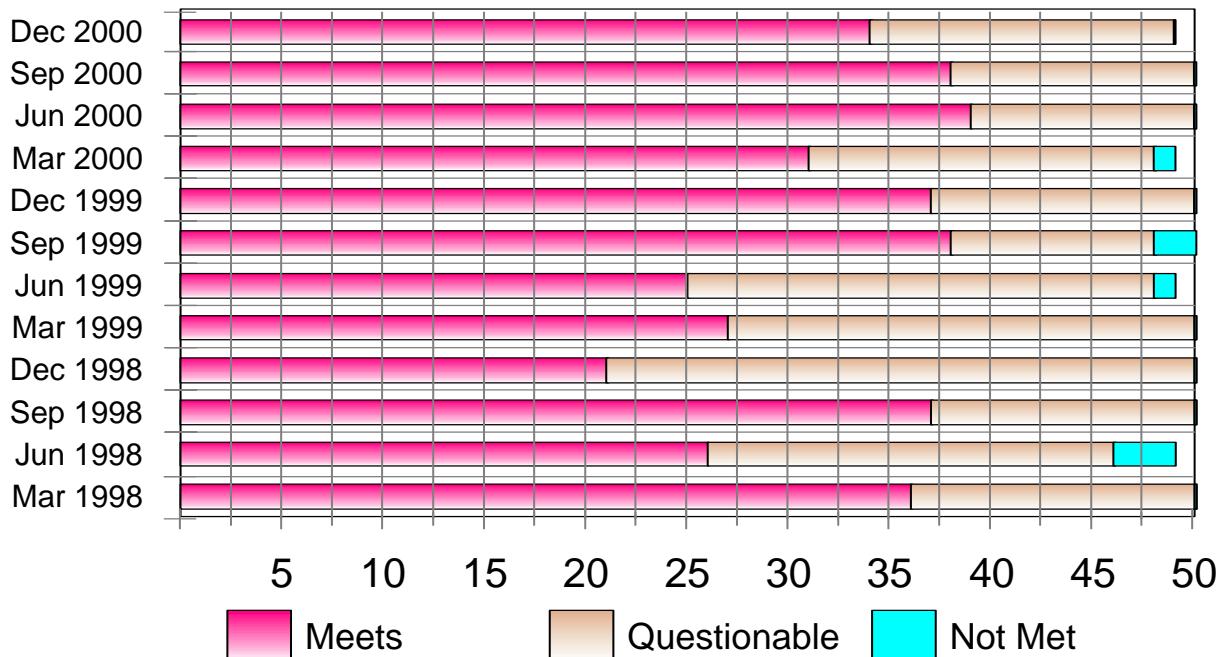


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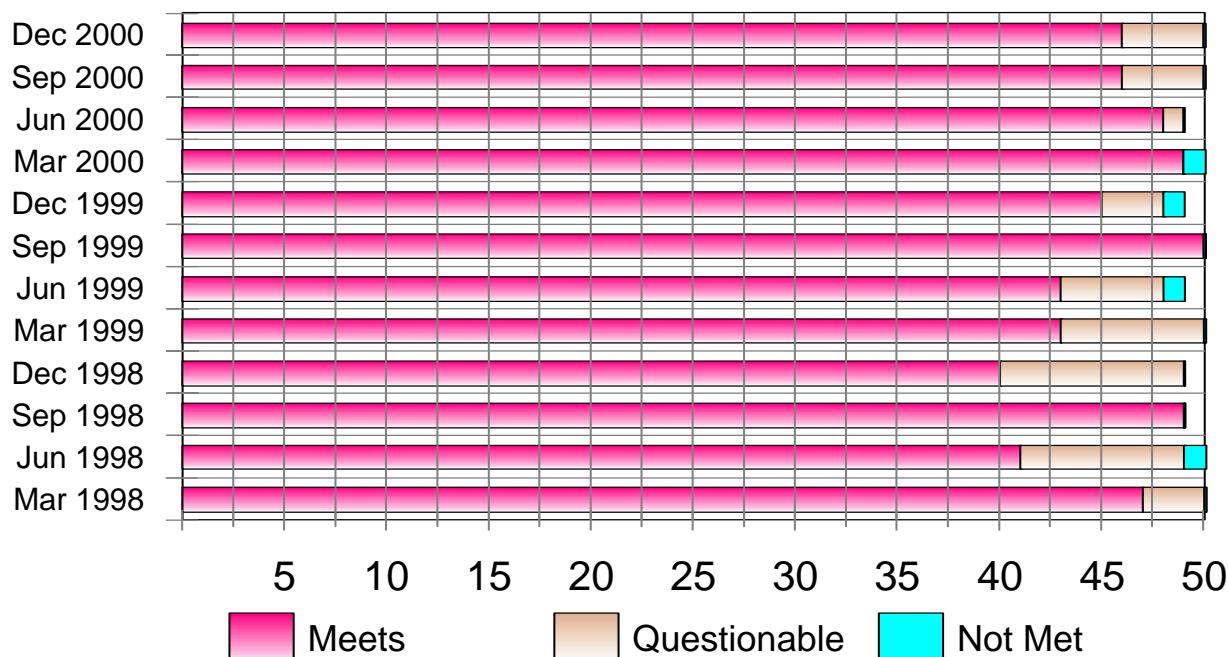
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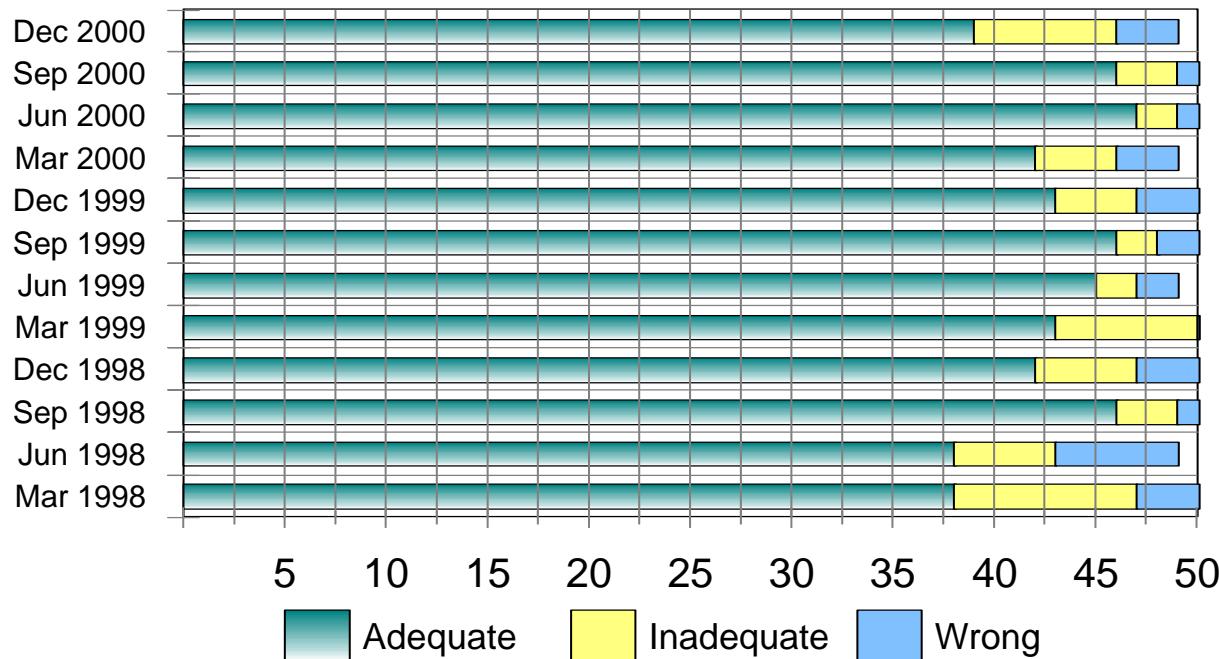
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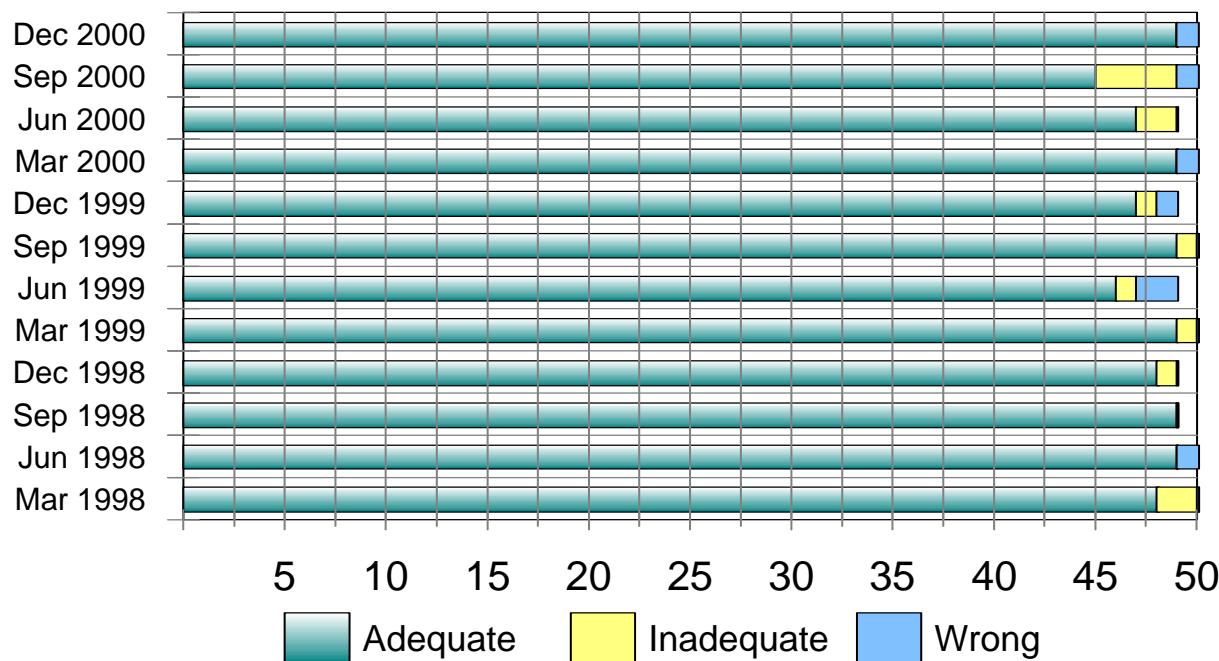
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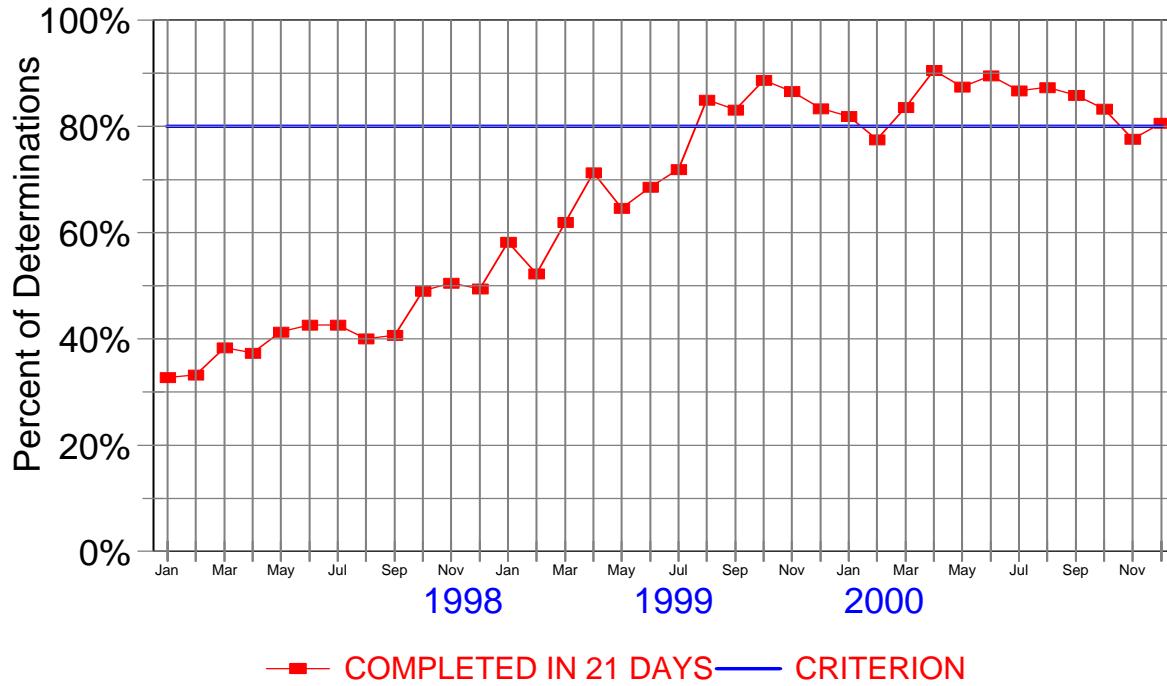


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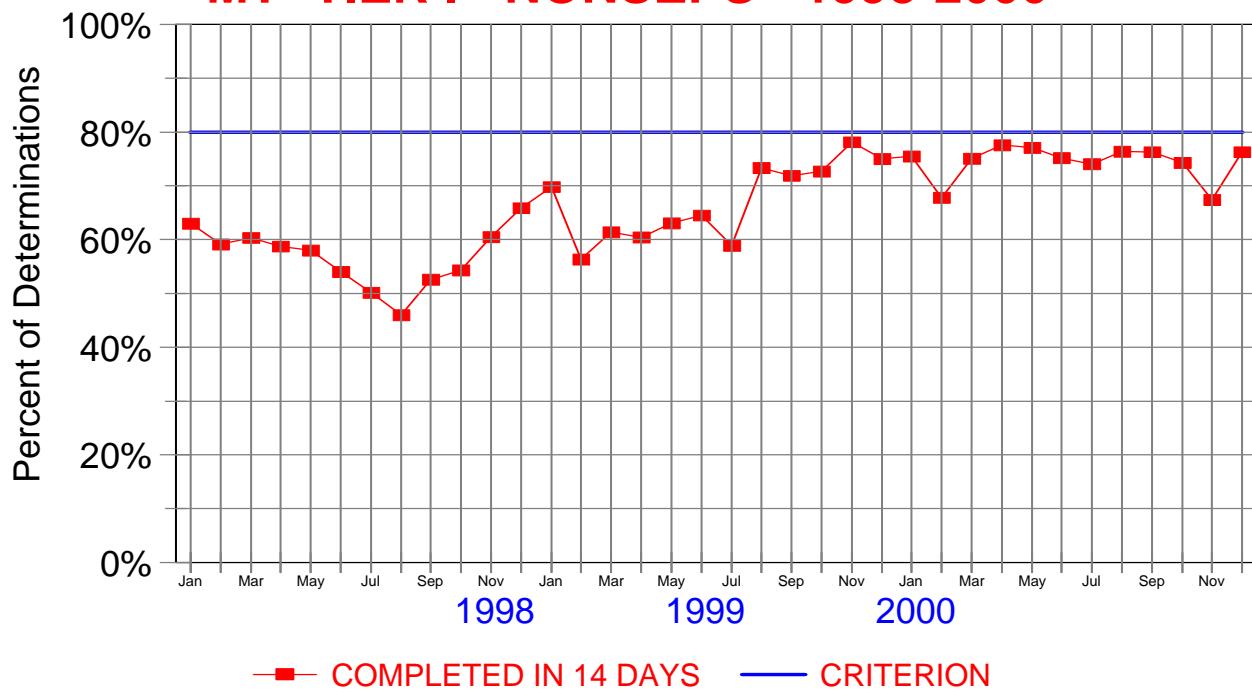


MONTANA

Nonmonetary Determinations Timeliness MT- TIER I - SEPARATIONS - 1998-2000



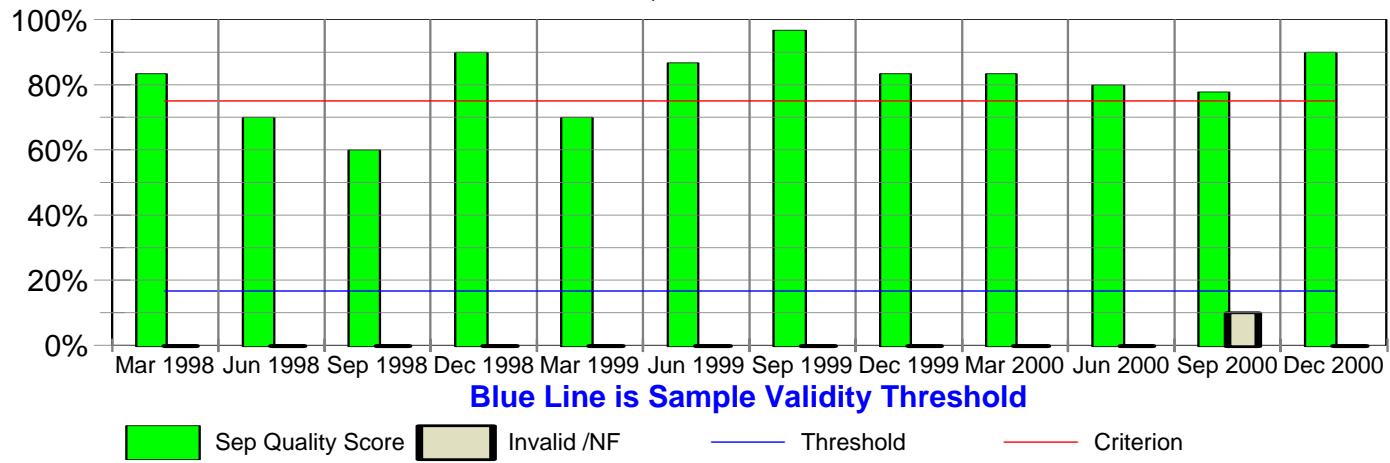
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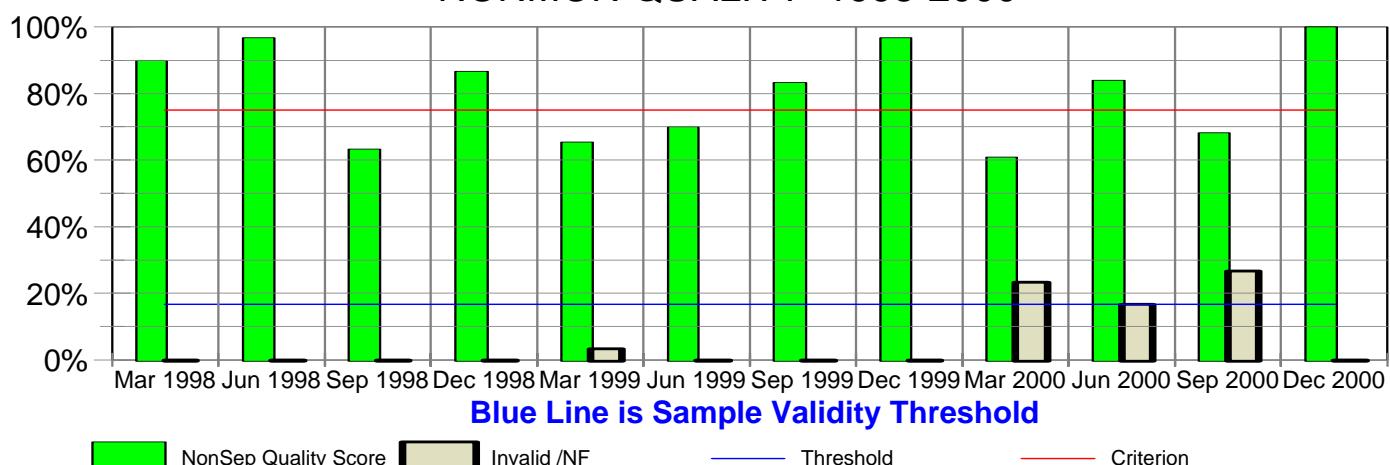
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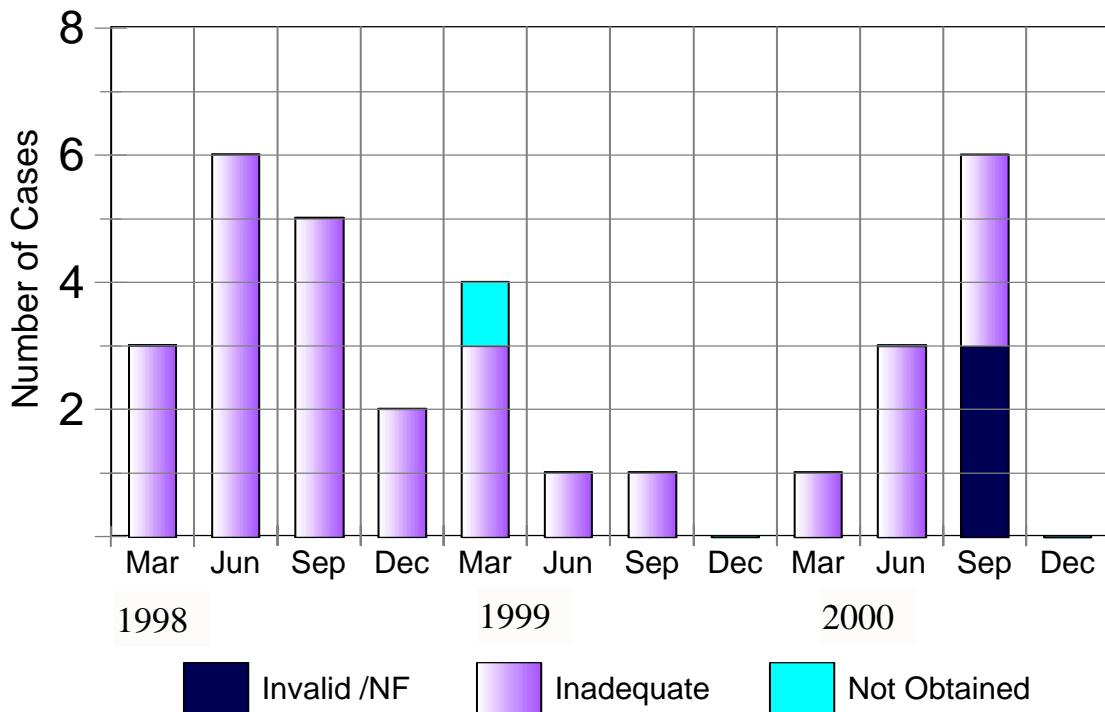
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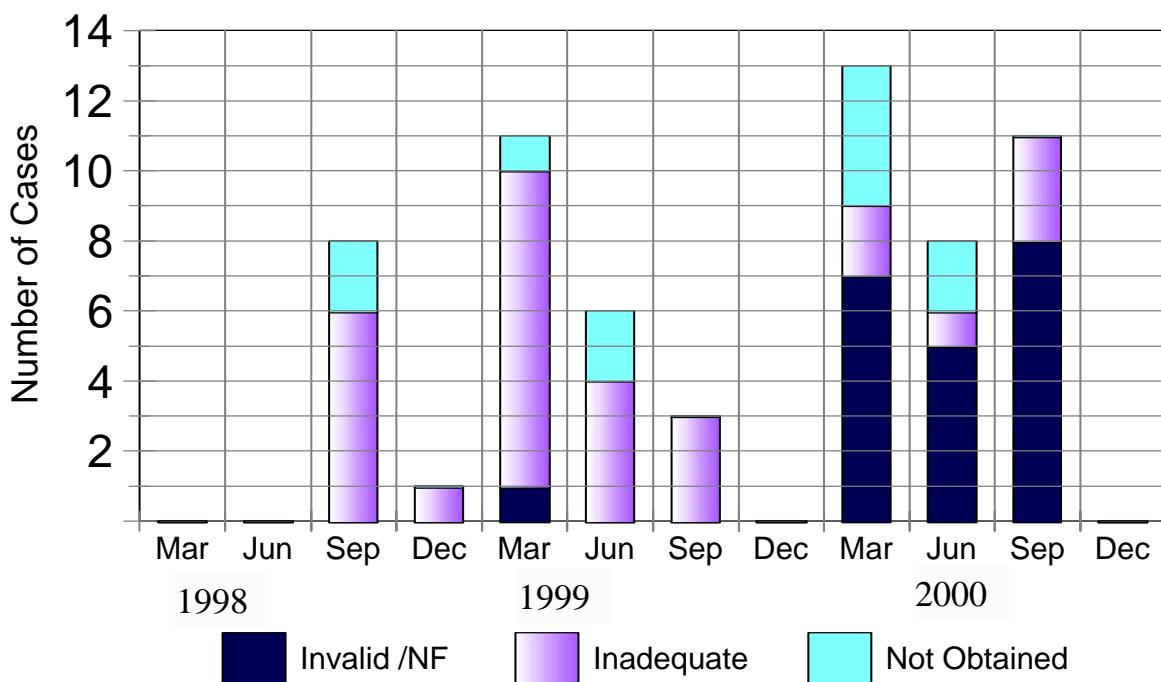
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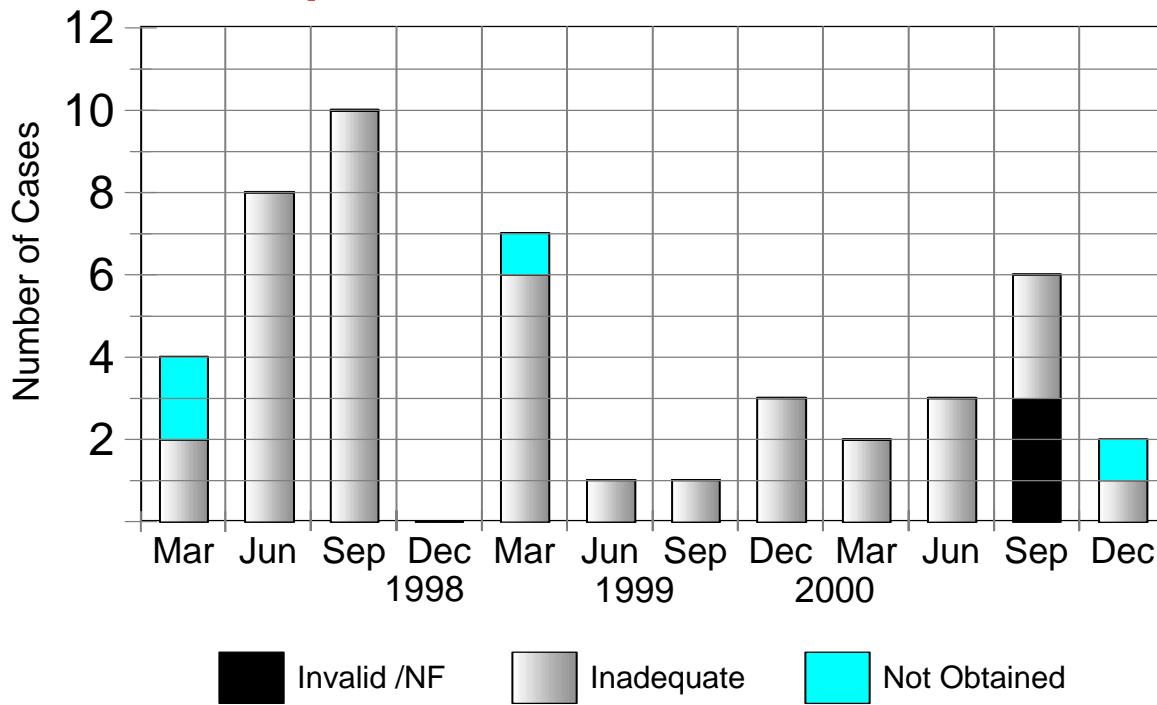
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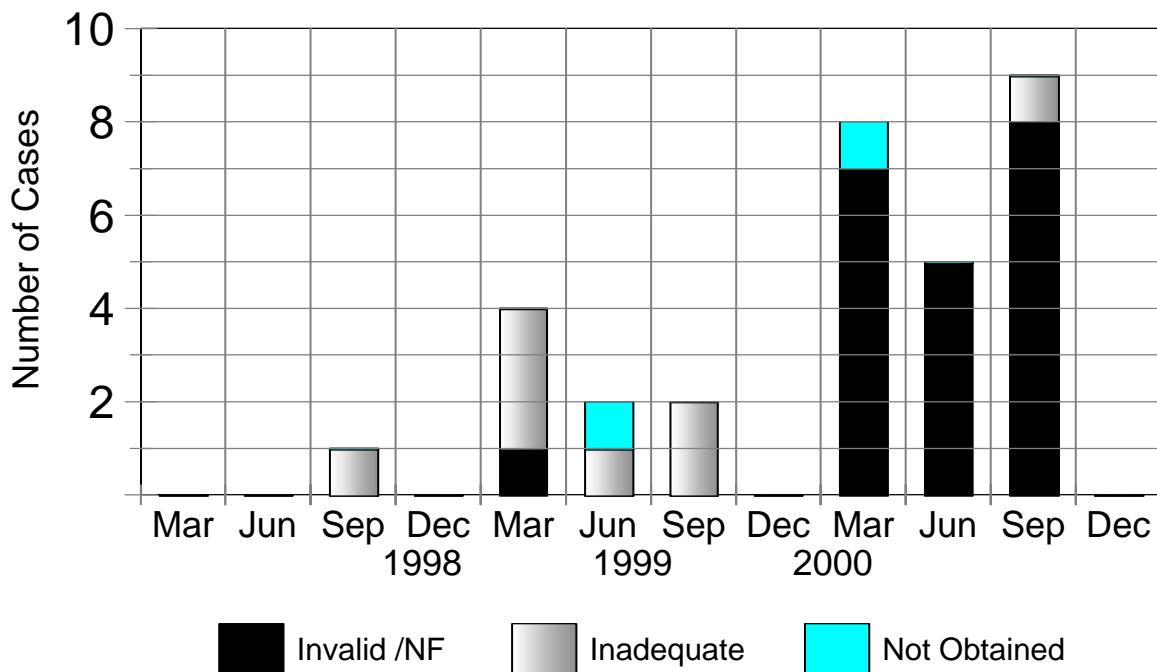
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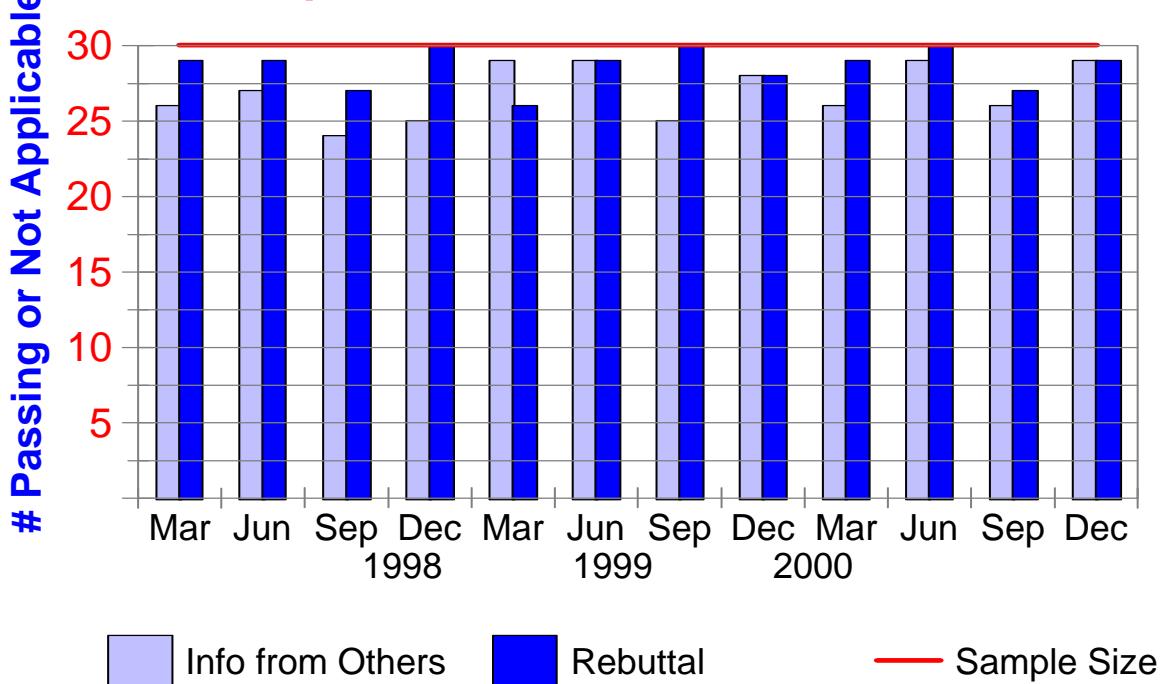
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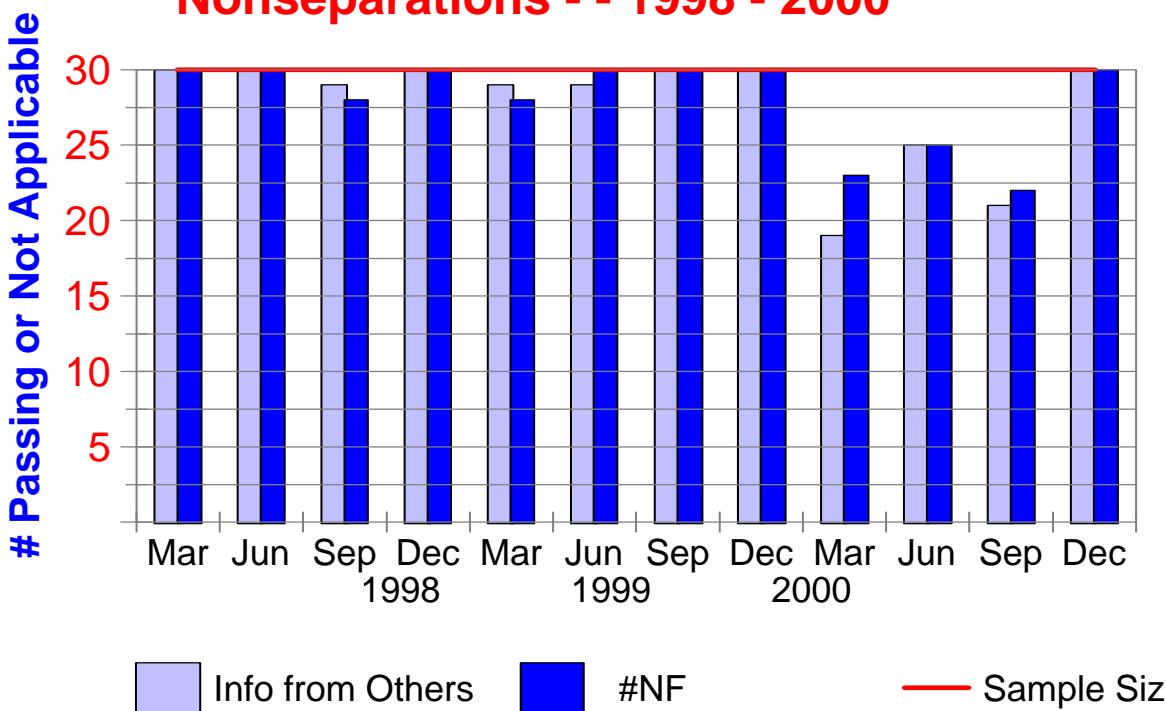
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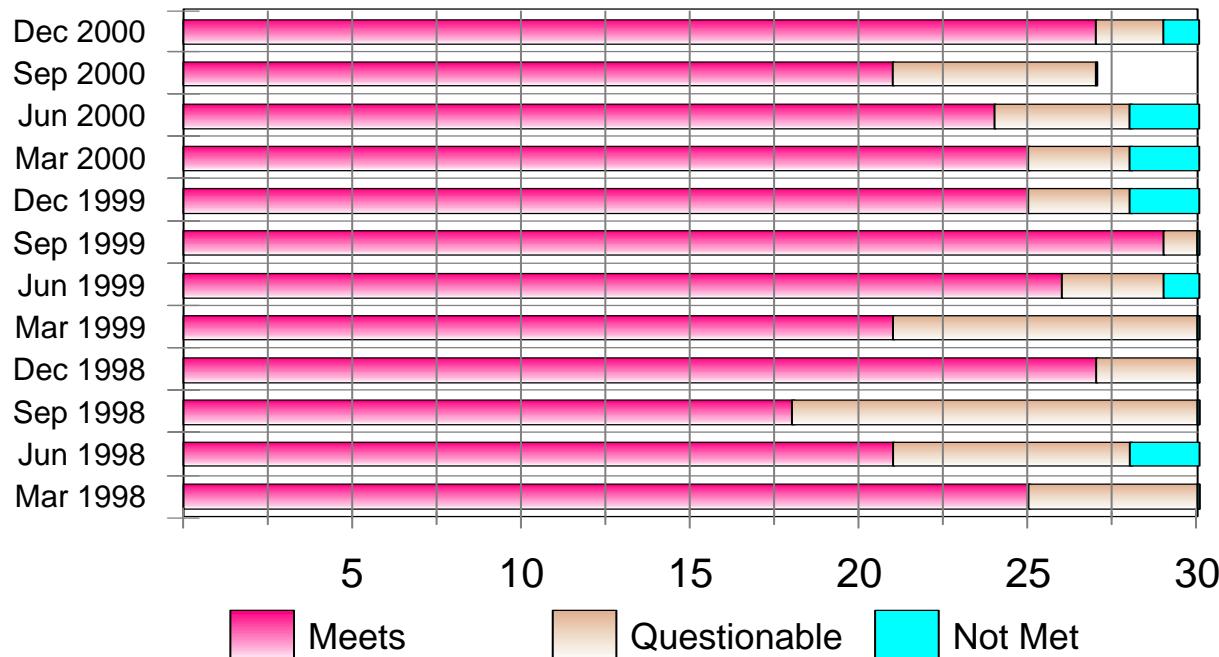
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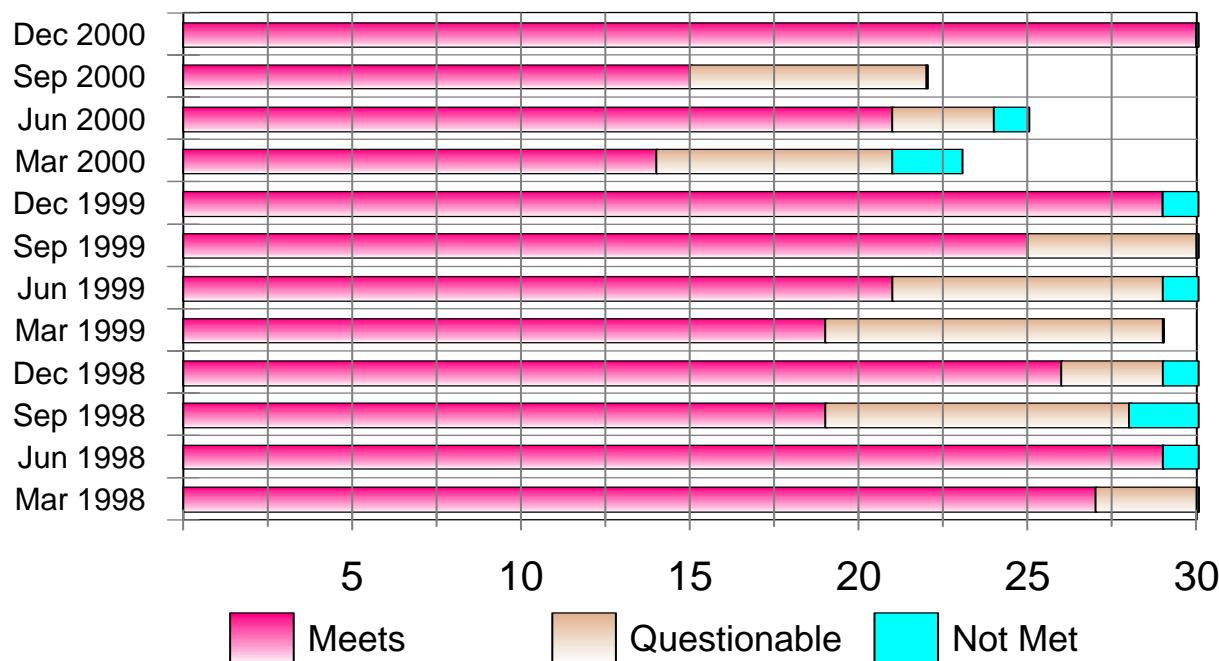
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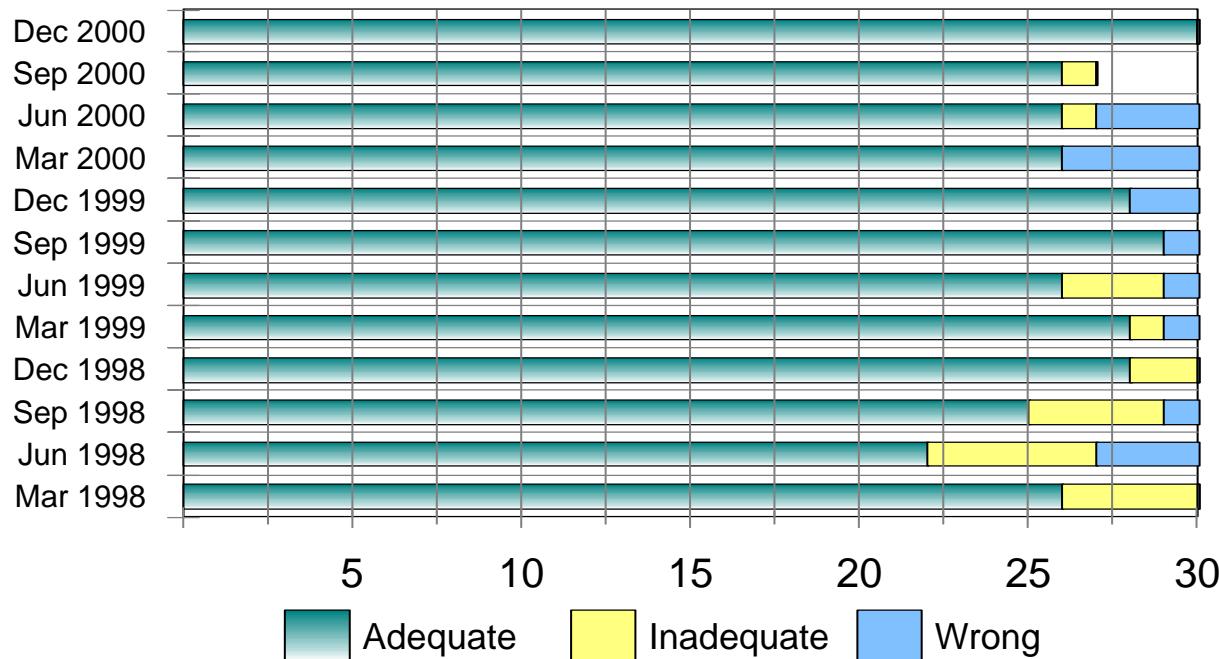
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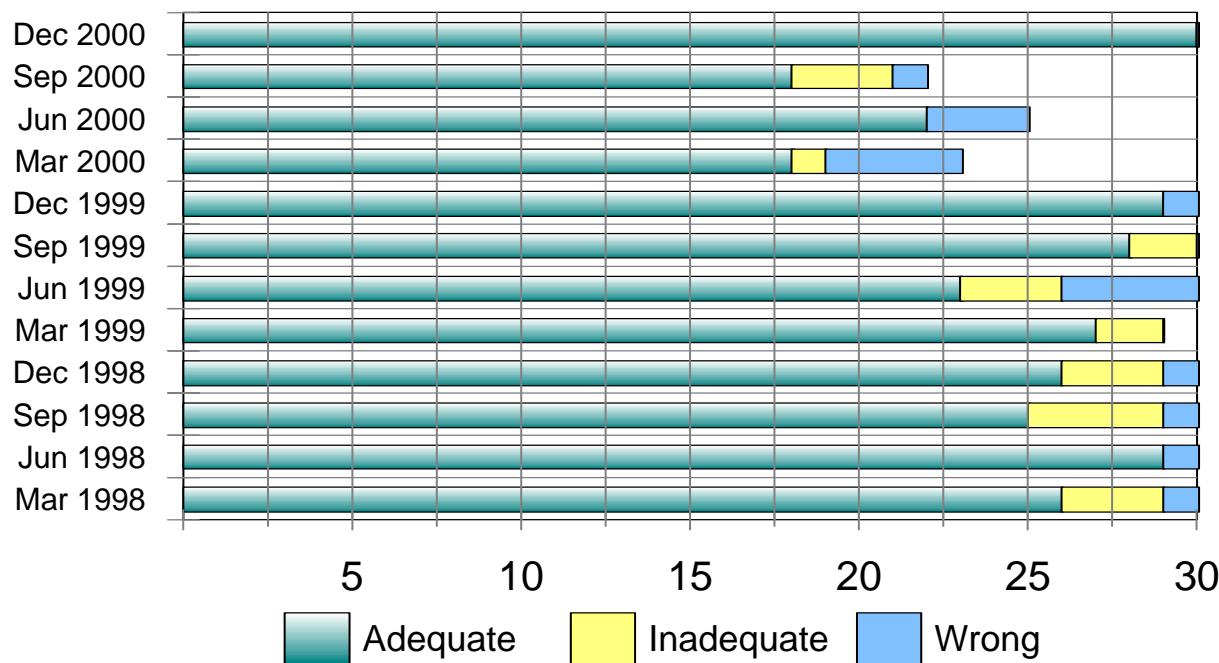
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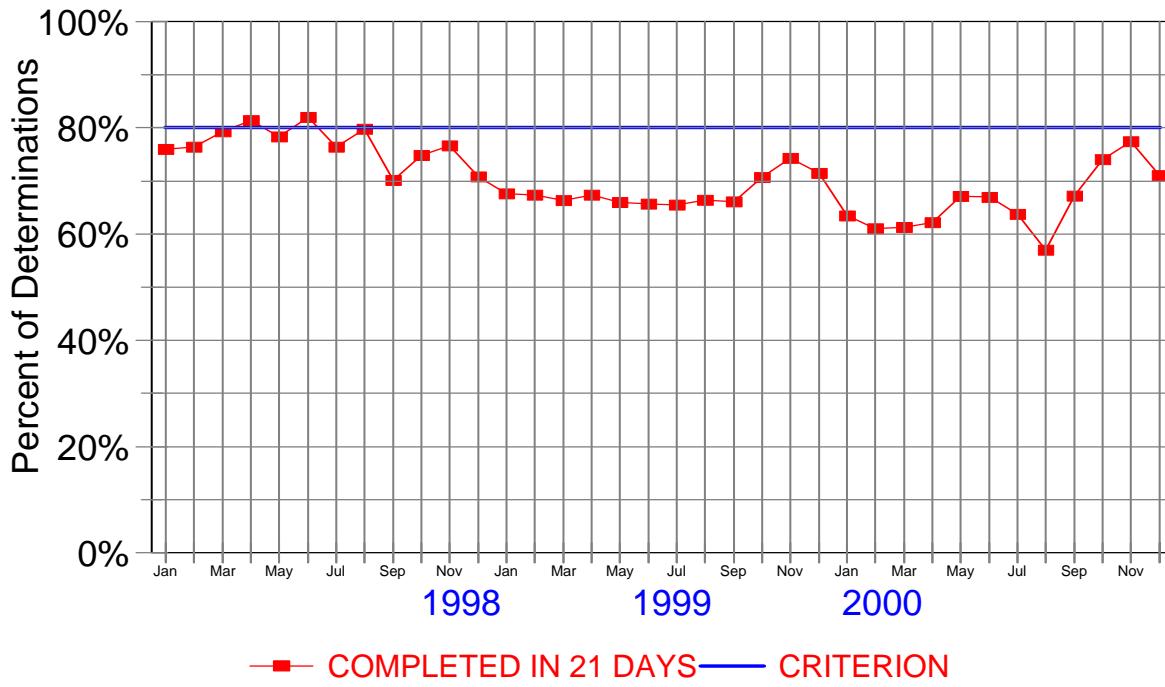


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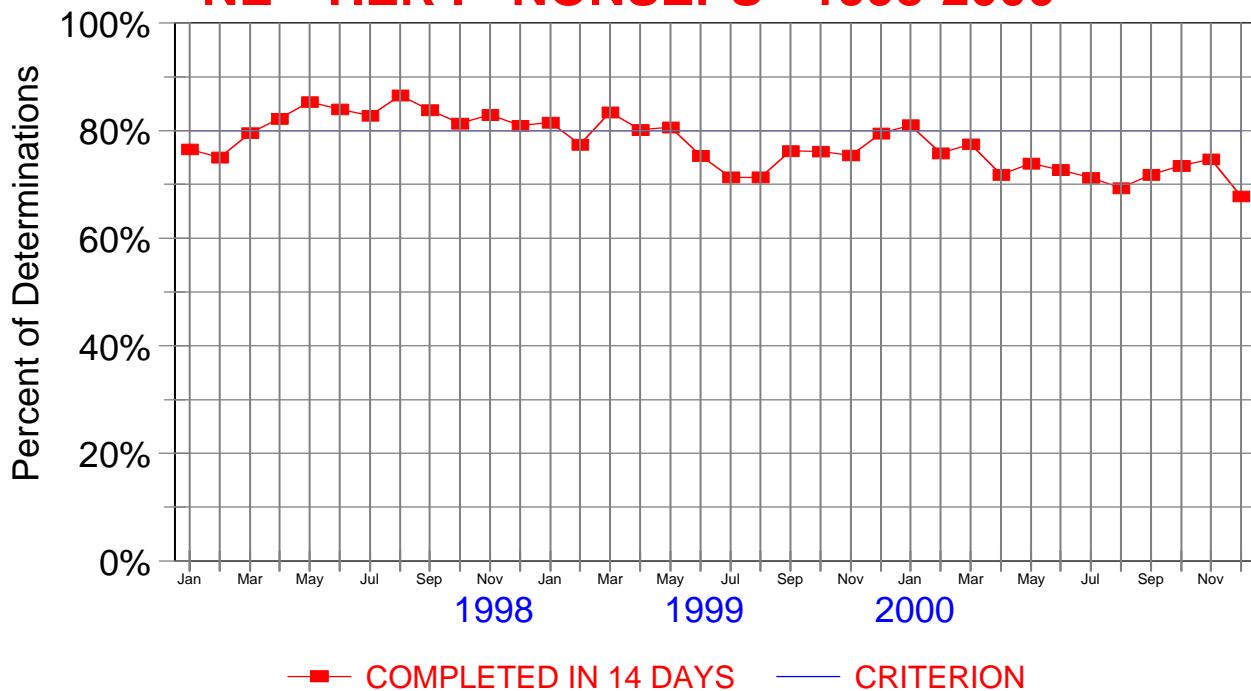


NEBRASKA

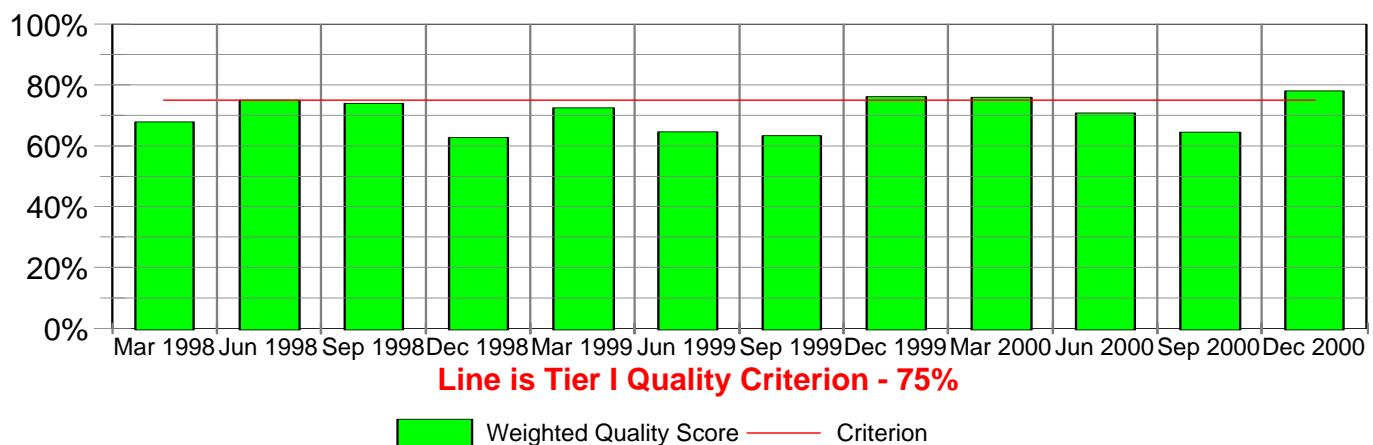
Nonmonetary Determinations Timeliness NE - TIER I - SEPARATIONS - 1998-2000



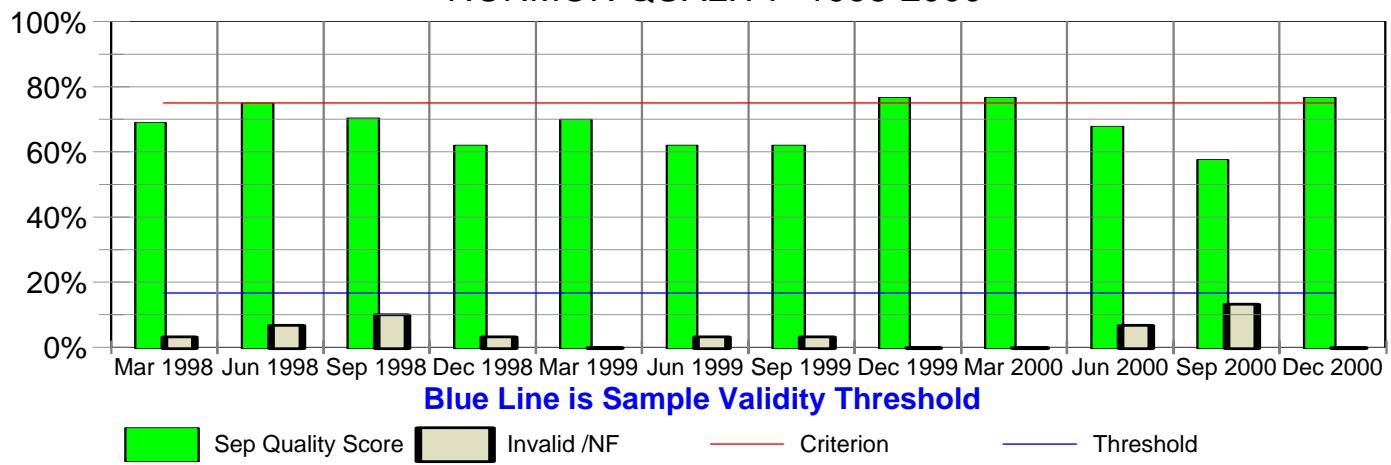
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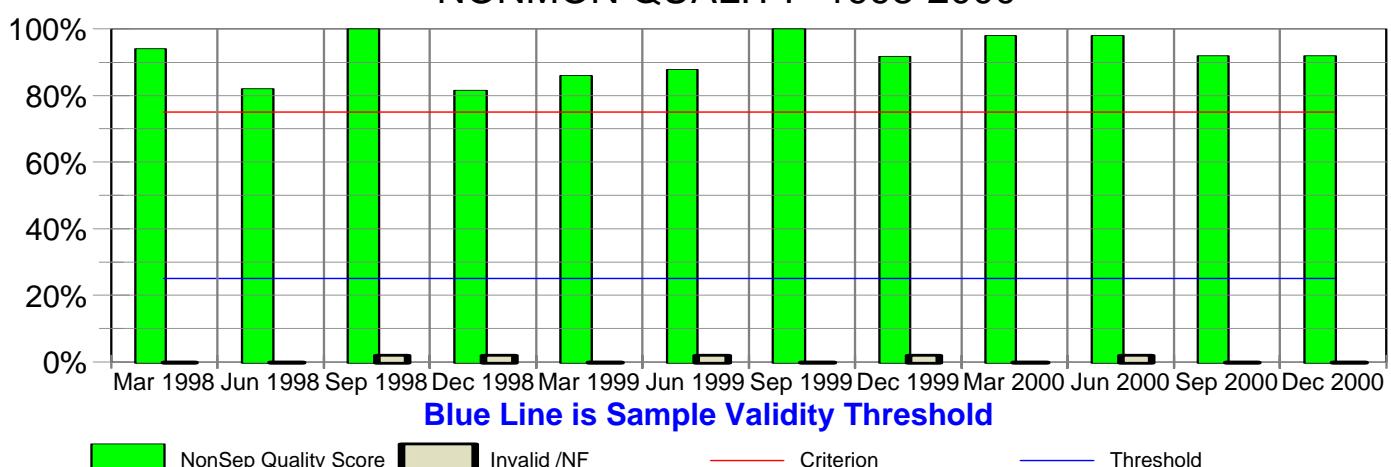
NEBRASKA NONMON QUALITY 1998-2000



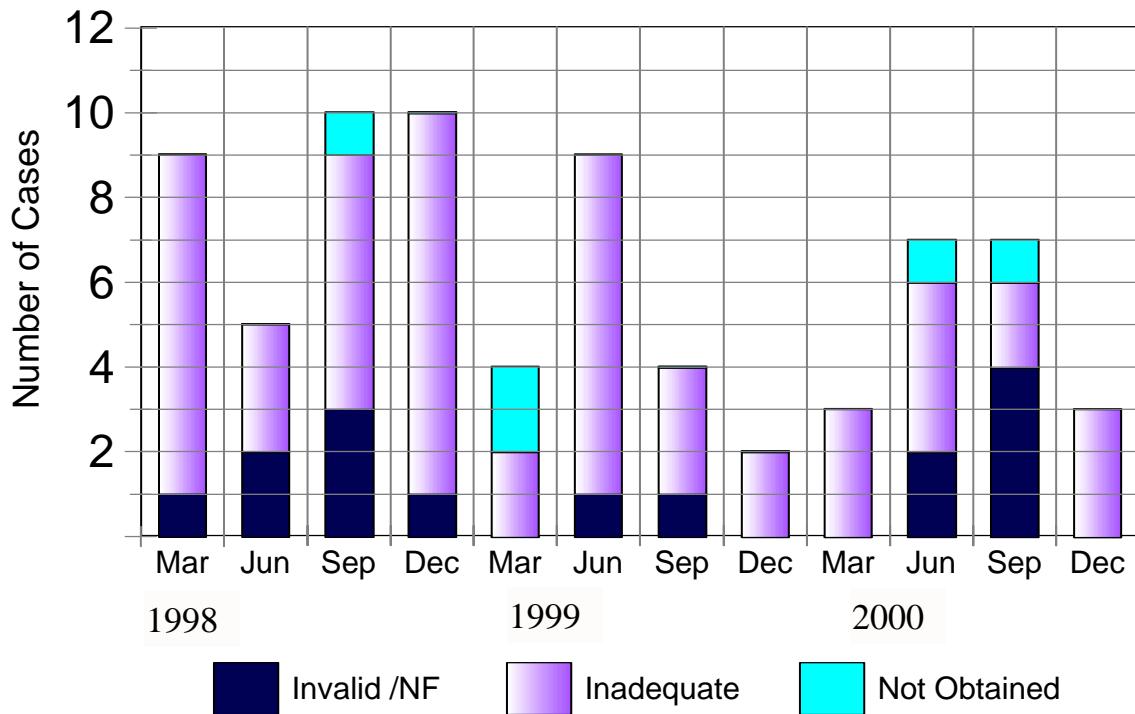
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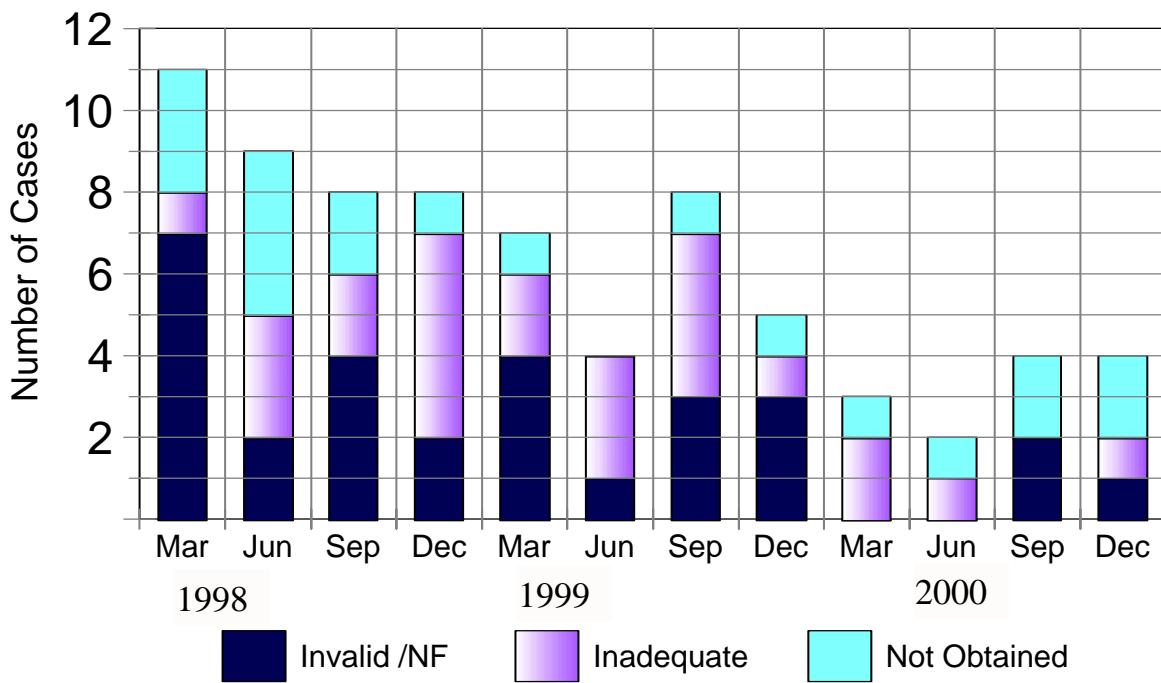
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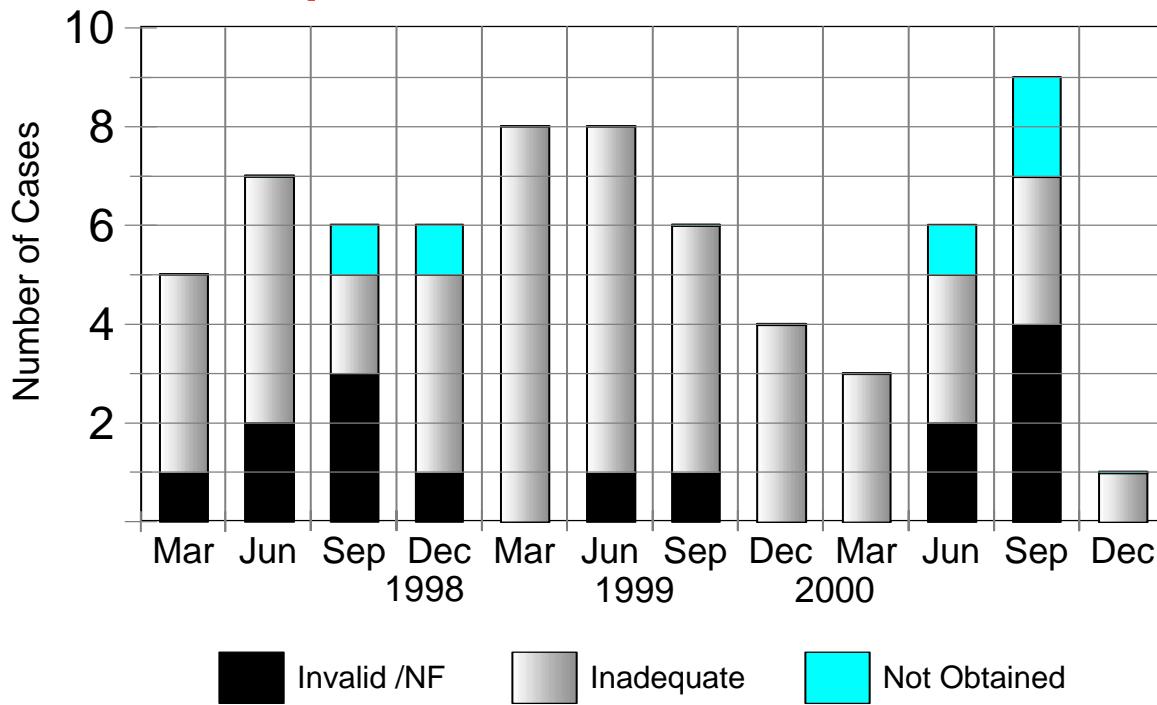
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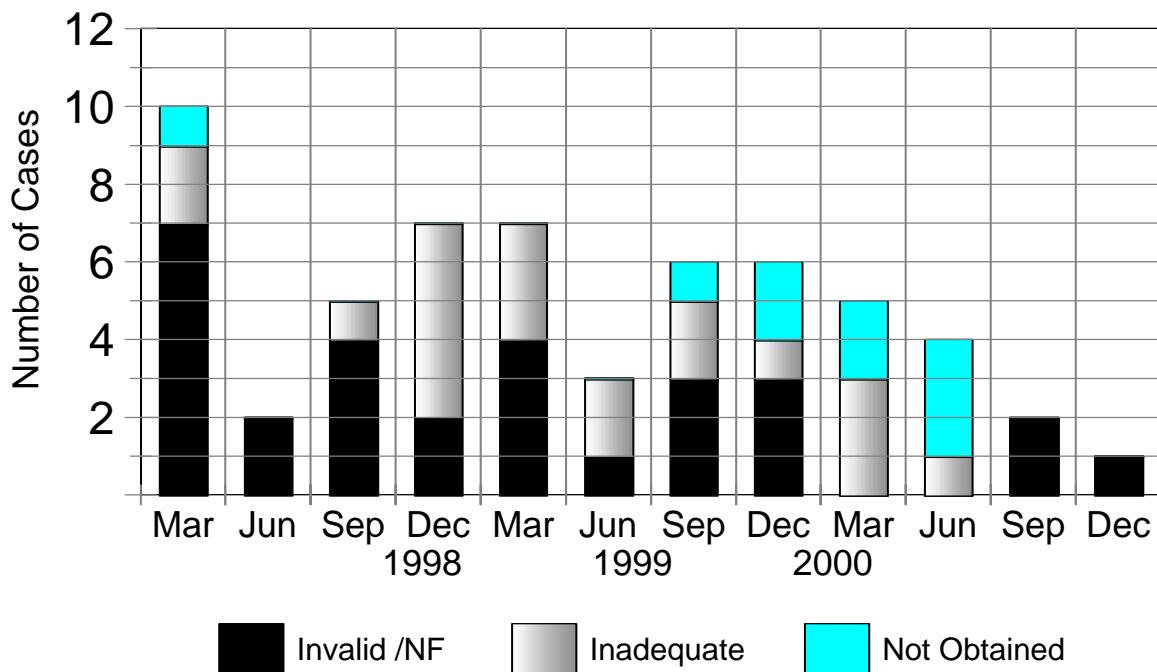
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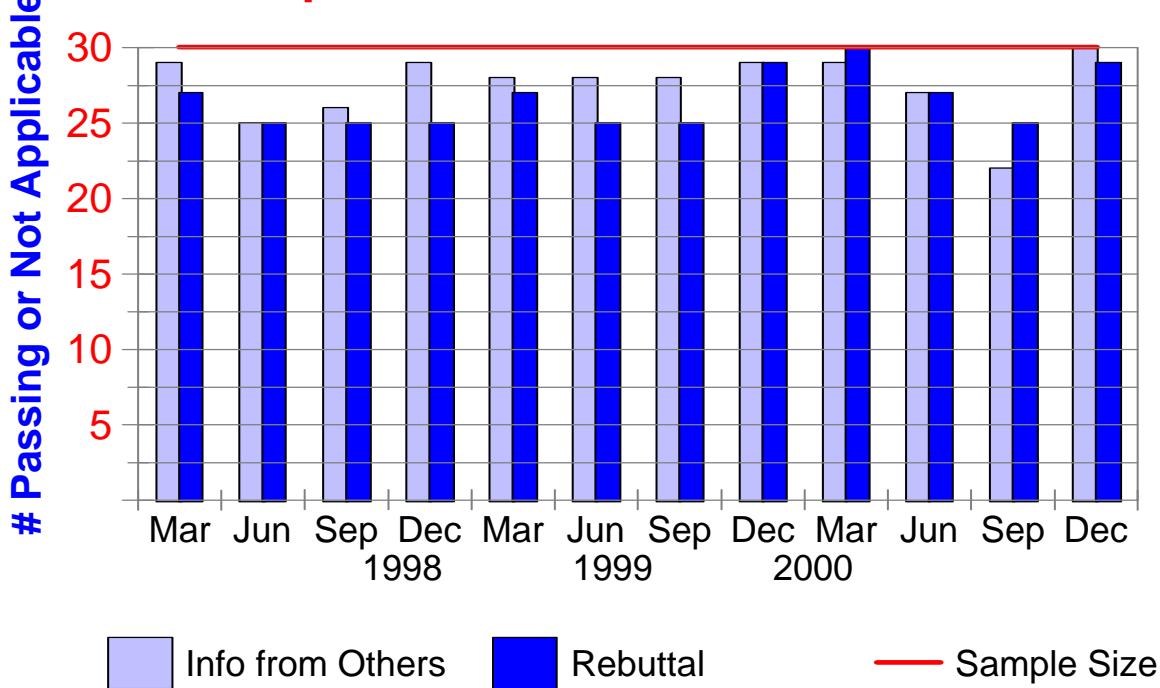
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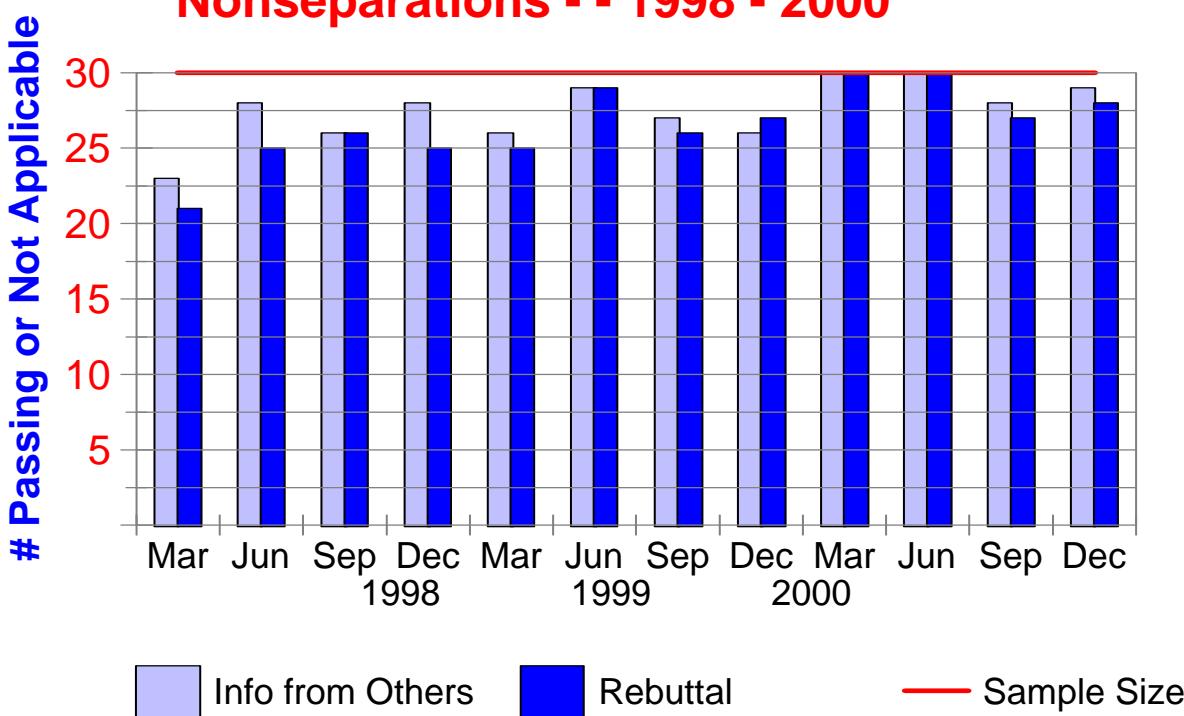
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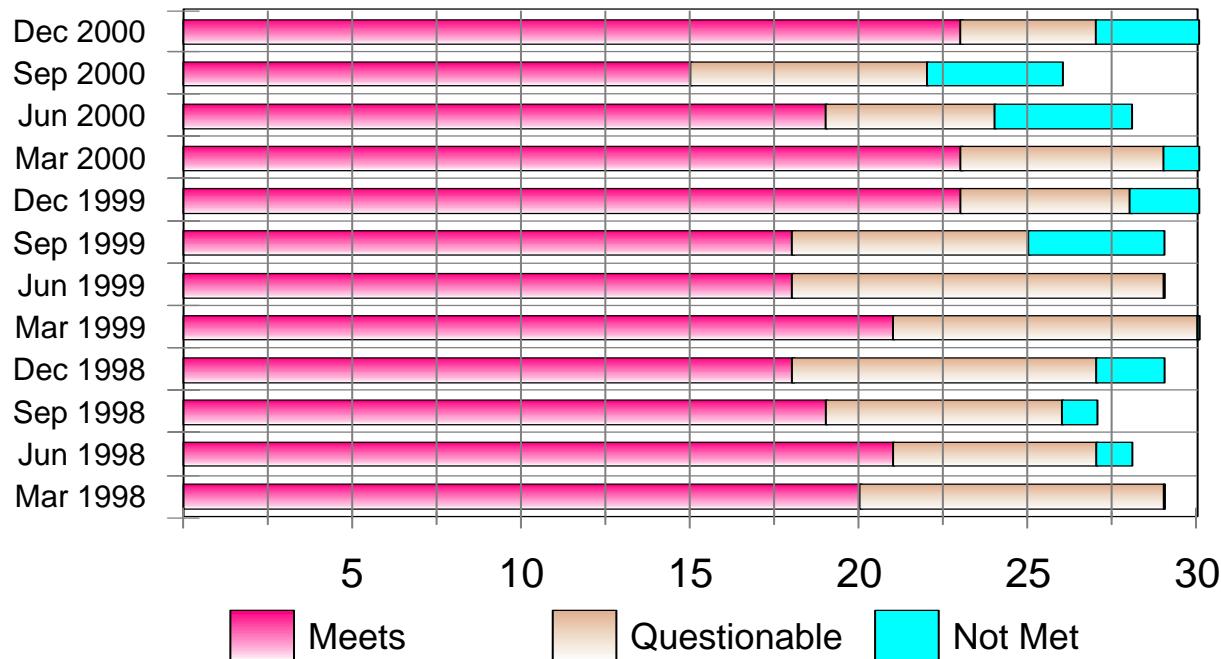
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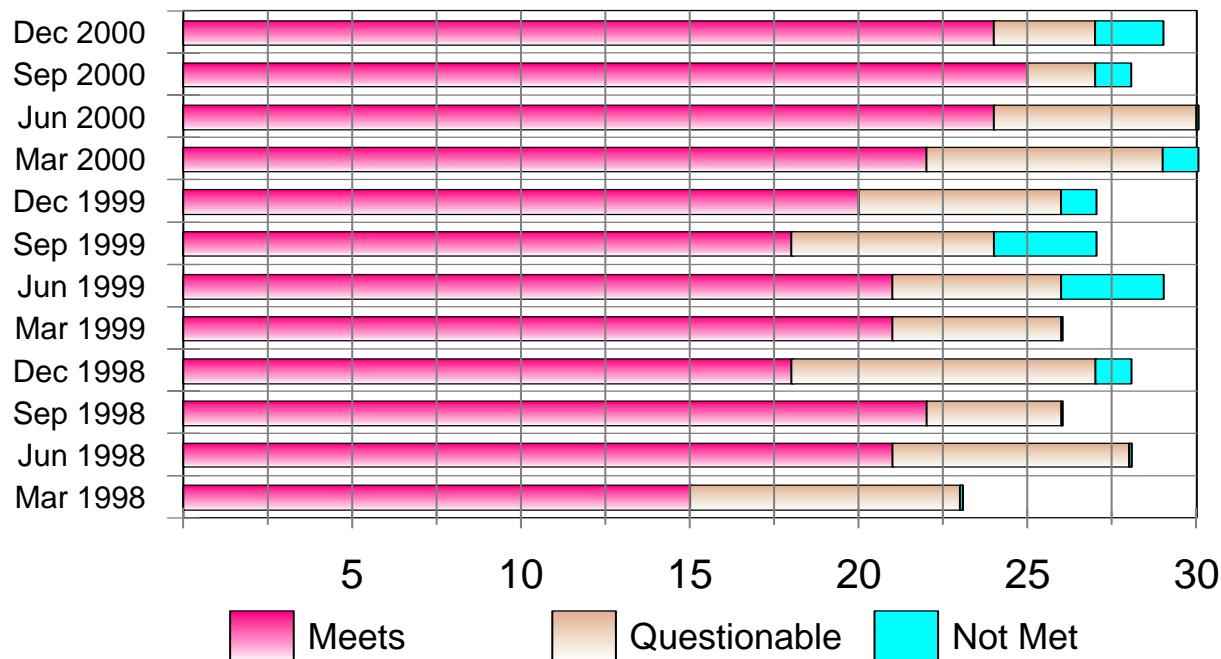
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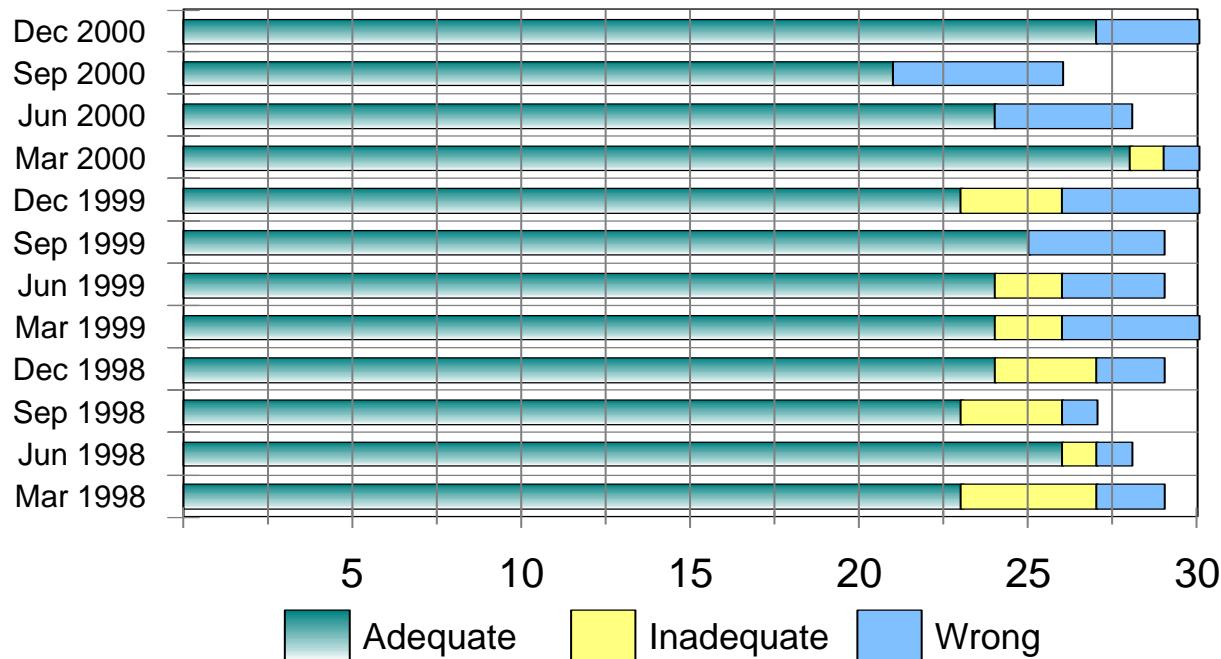
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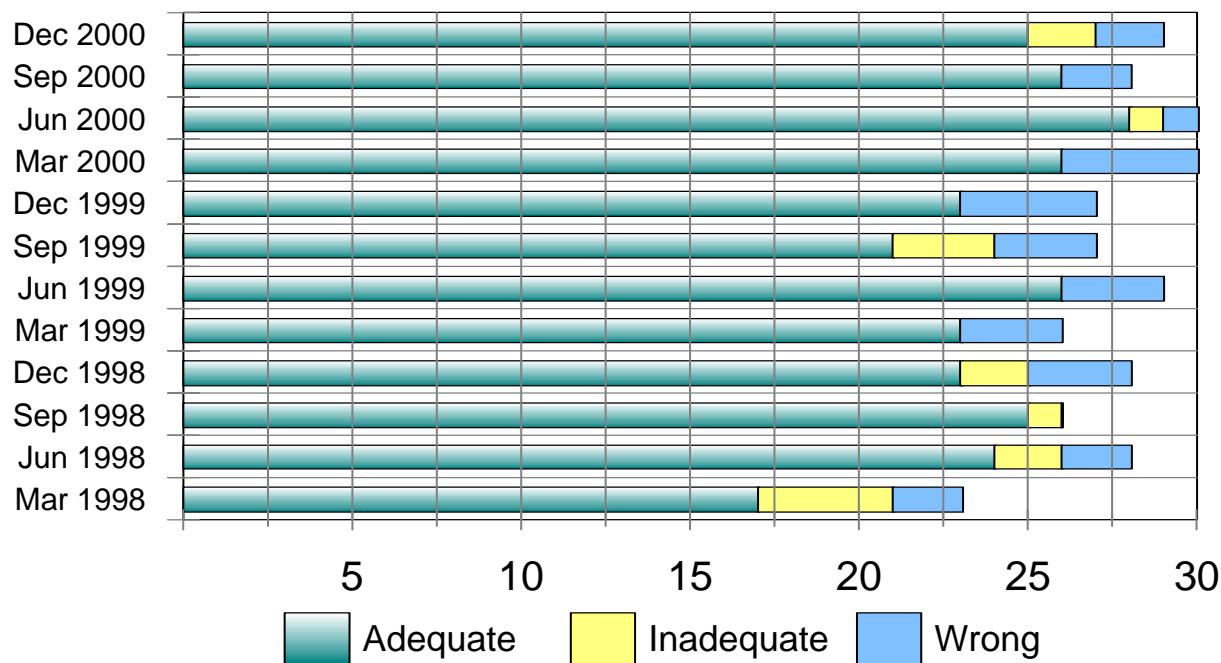
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NE - Written Determination - Results Separations - - 1998 - 2000



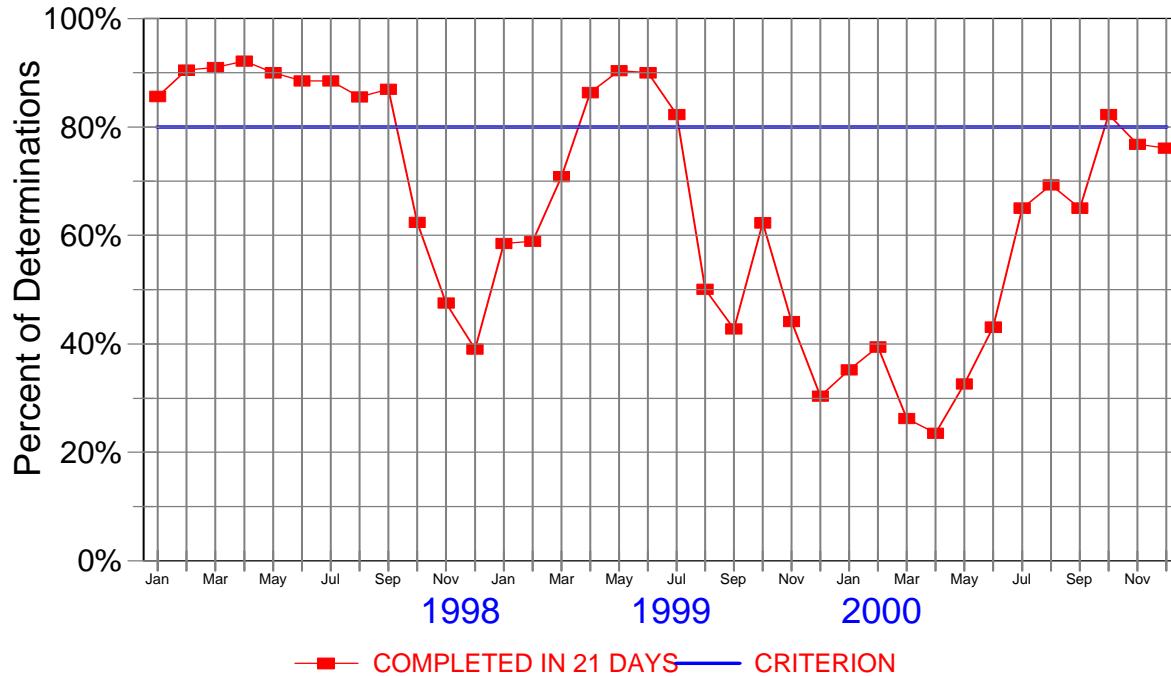
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NEVADA

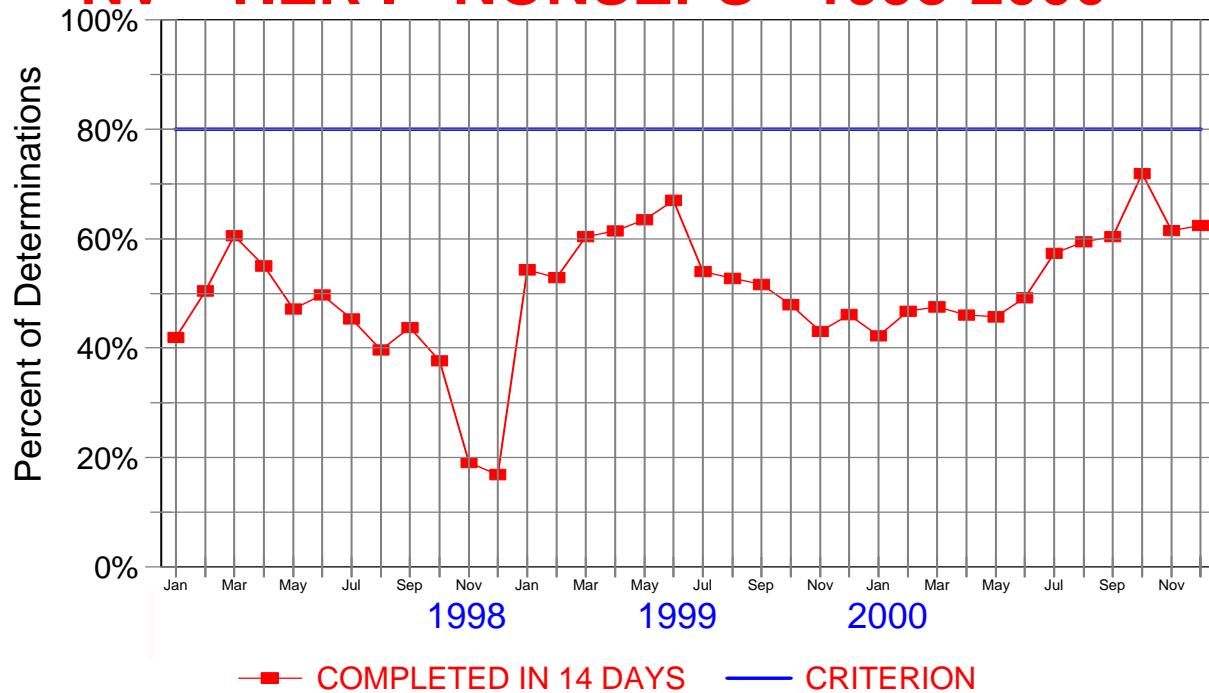
Nonmonetary Determinations Timeliness

NV - TIER I - SEPARATIONS - 1998-2000

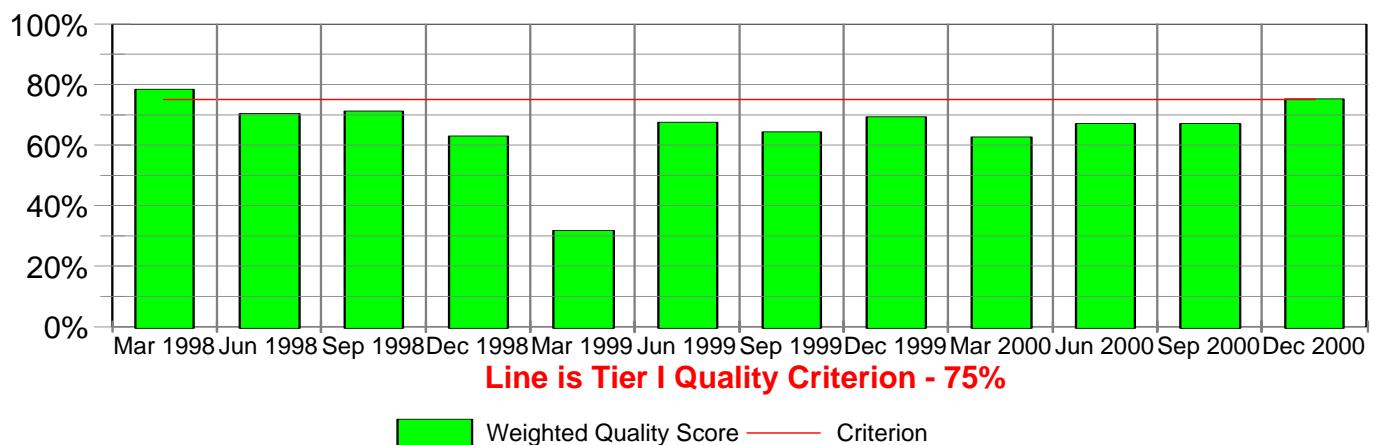


Nonmonetary Determinations Timeliness

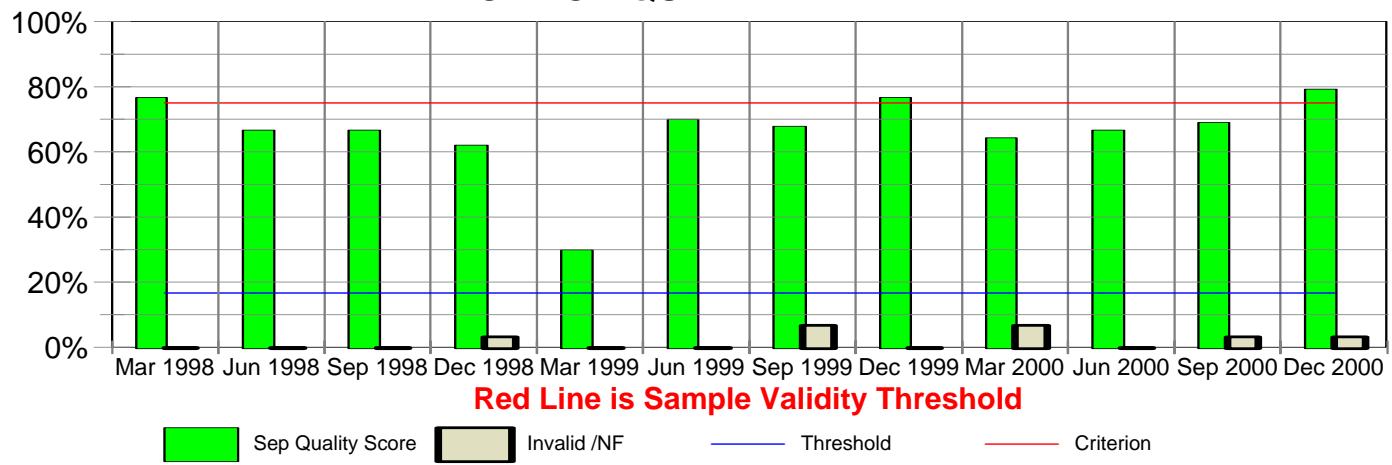
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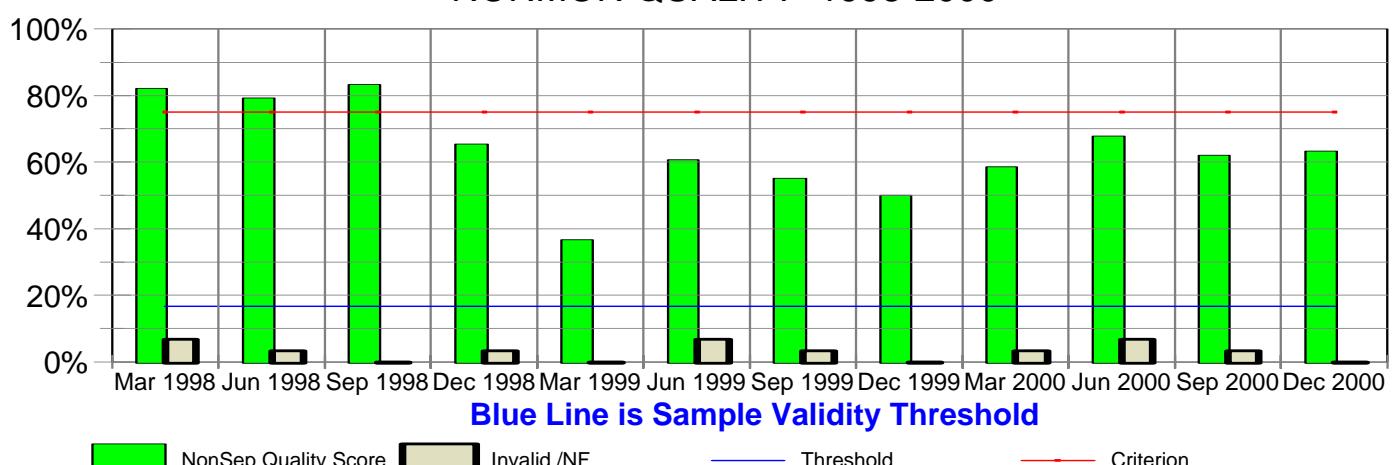
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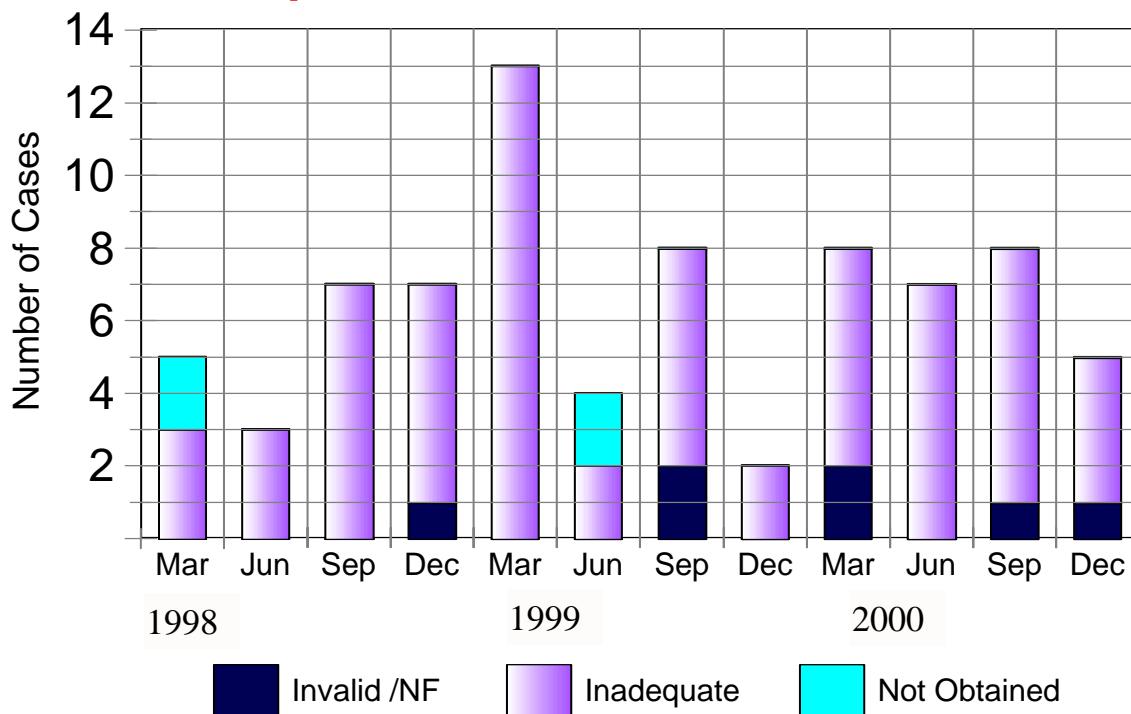
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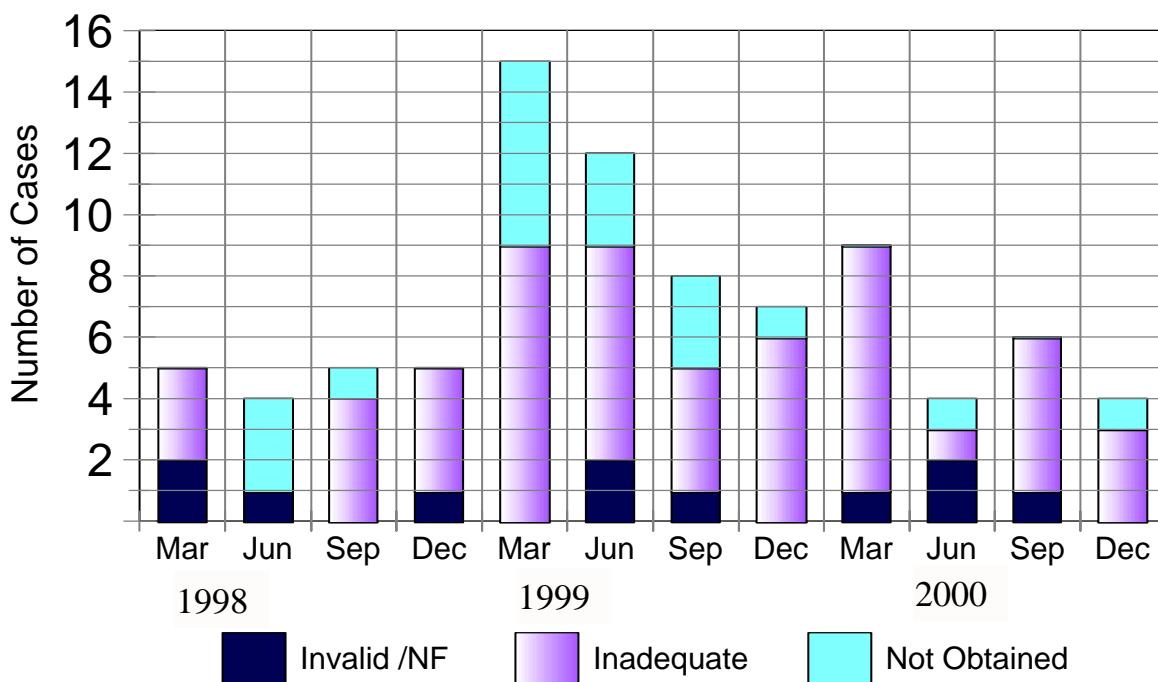
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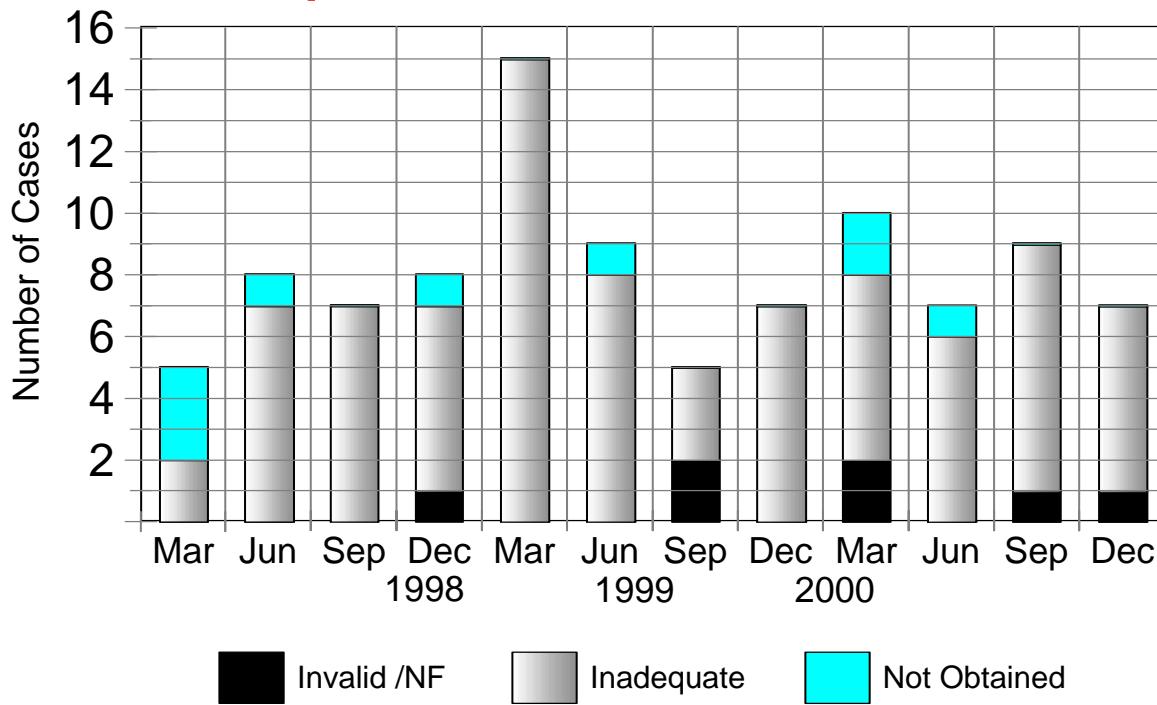
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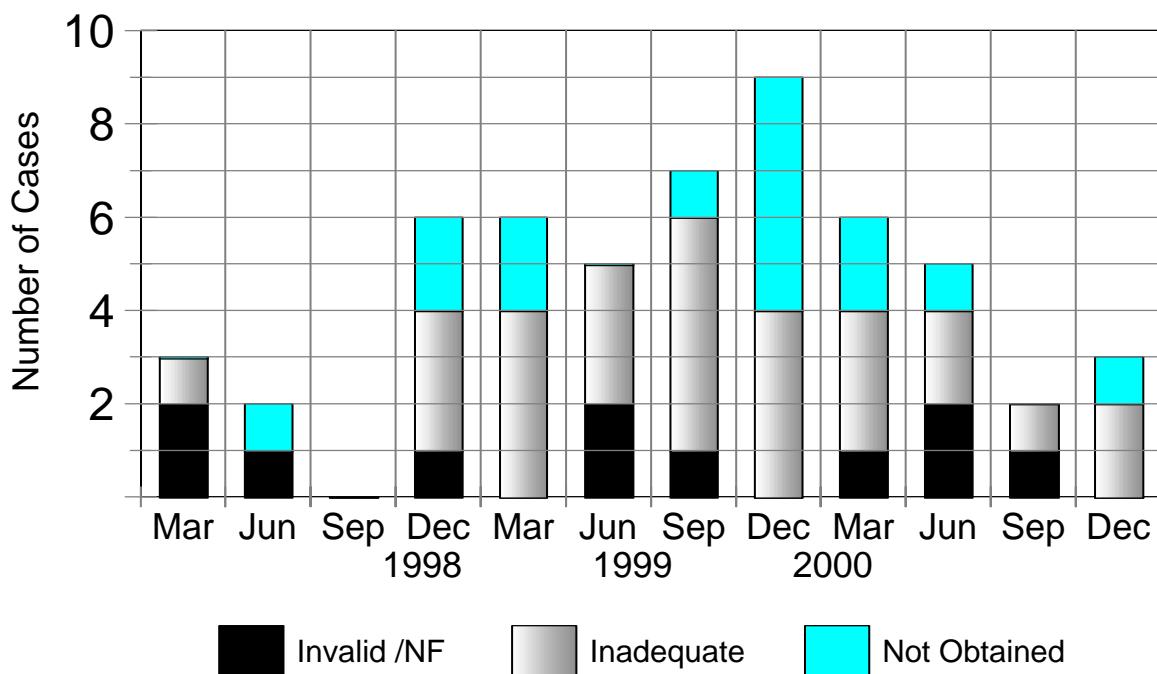
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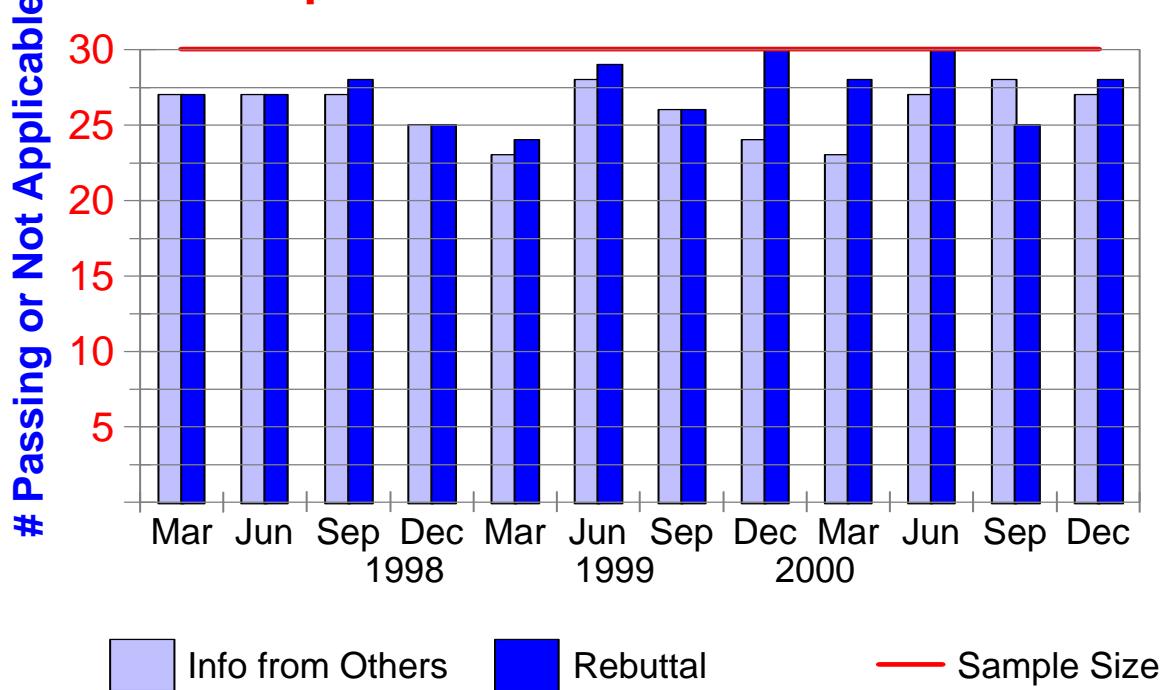
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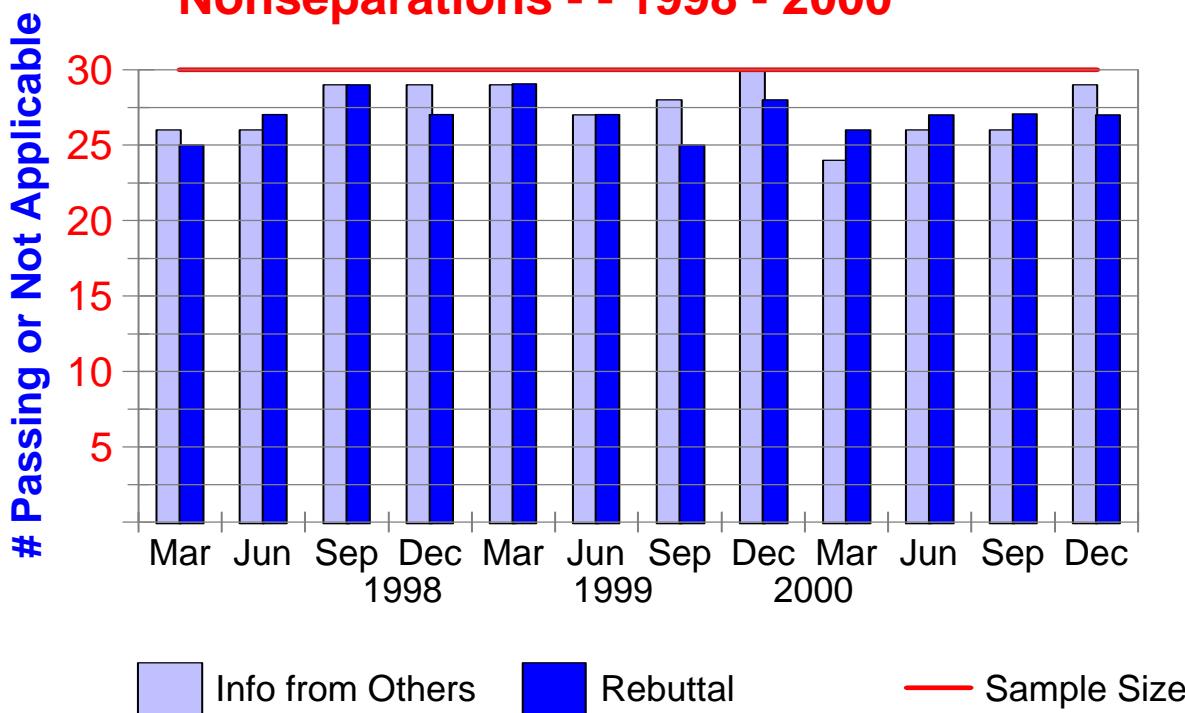
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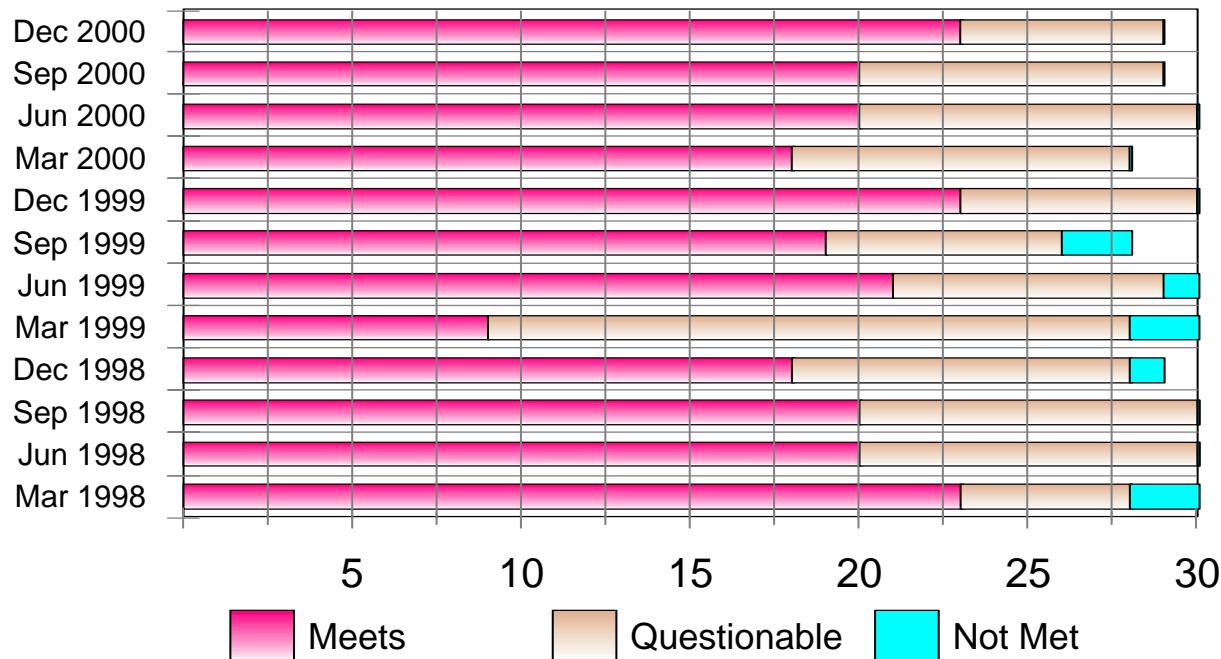
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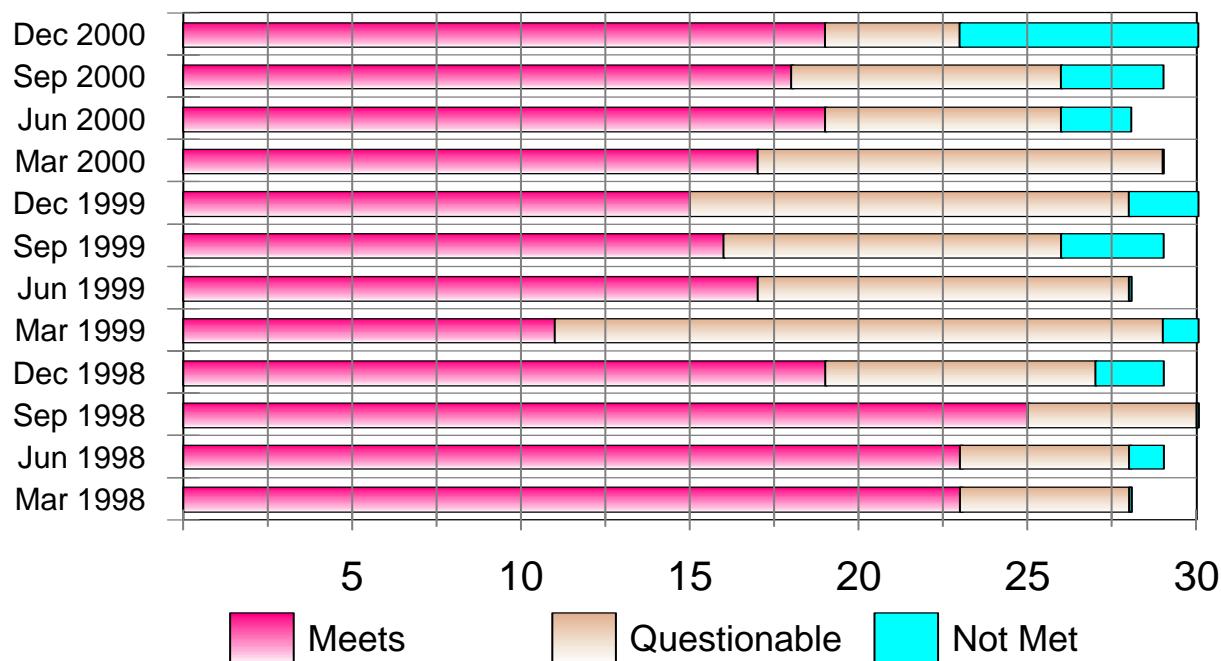
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NV - Meets Law & Policy - Results Separations - - 1998 - 2000



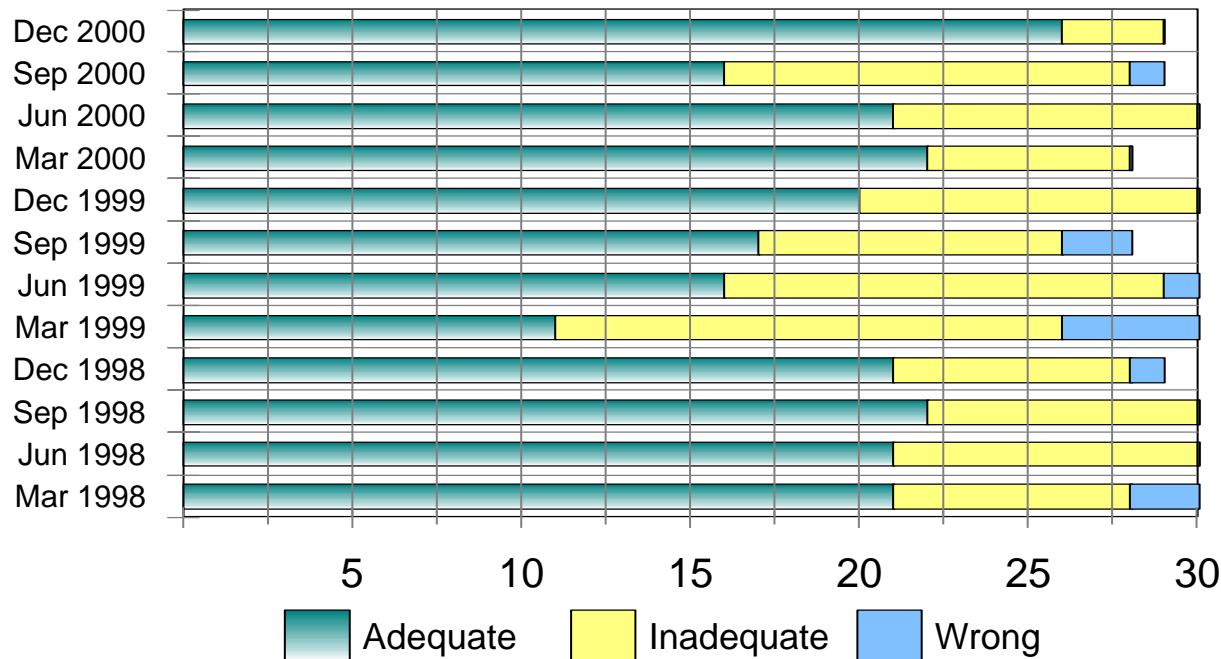
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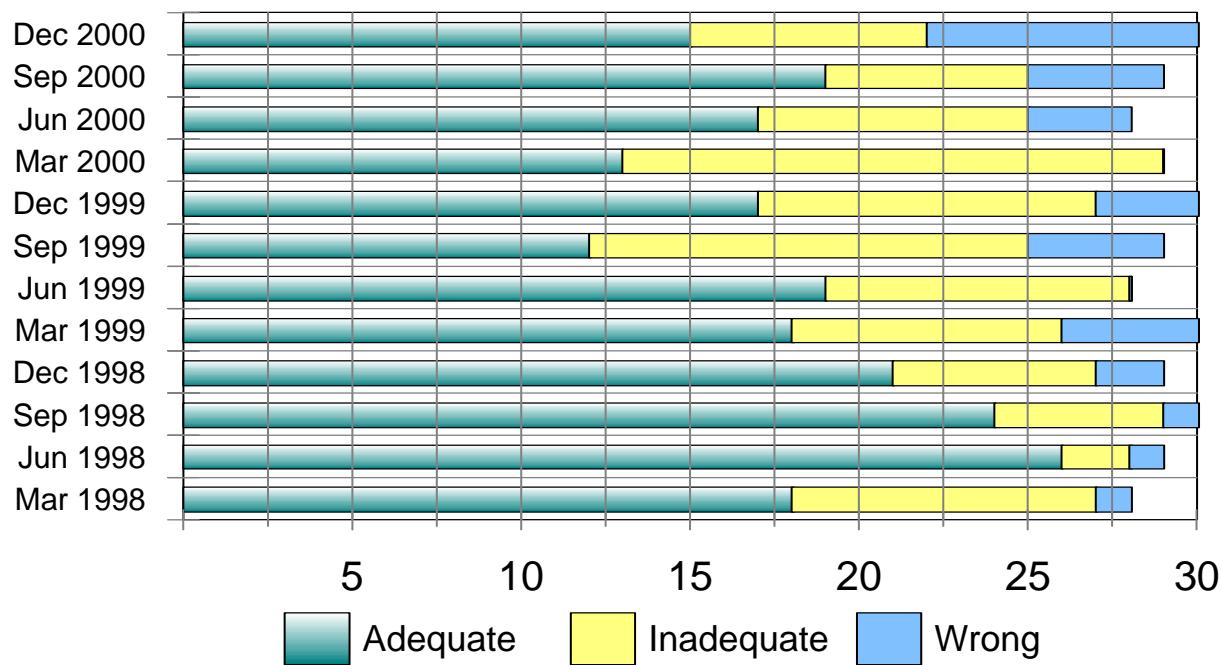
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Separations - - 1998 - 2000



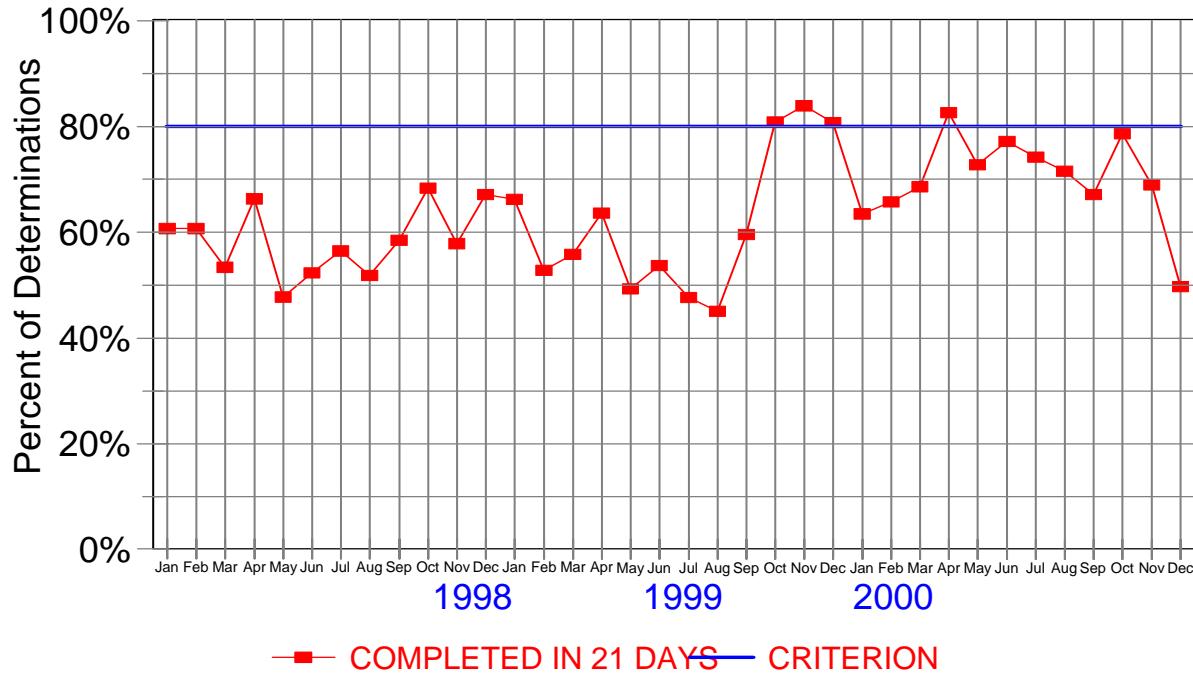
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Nonseparations - - 1998 - 2000

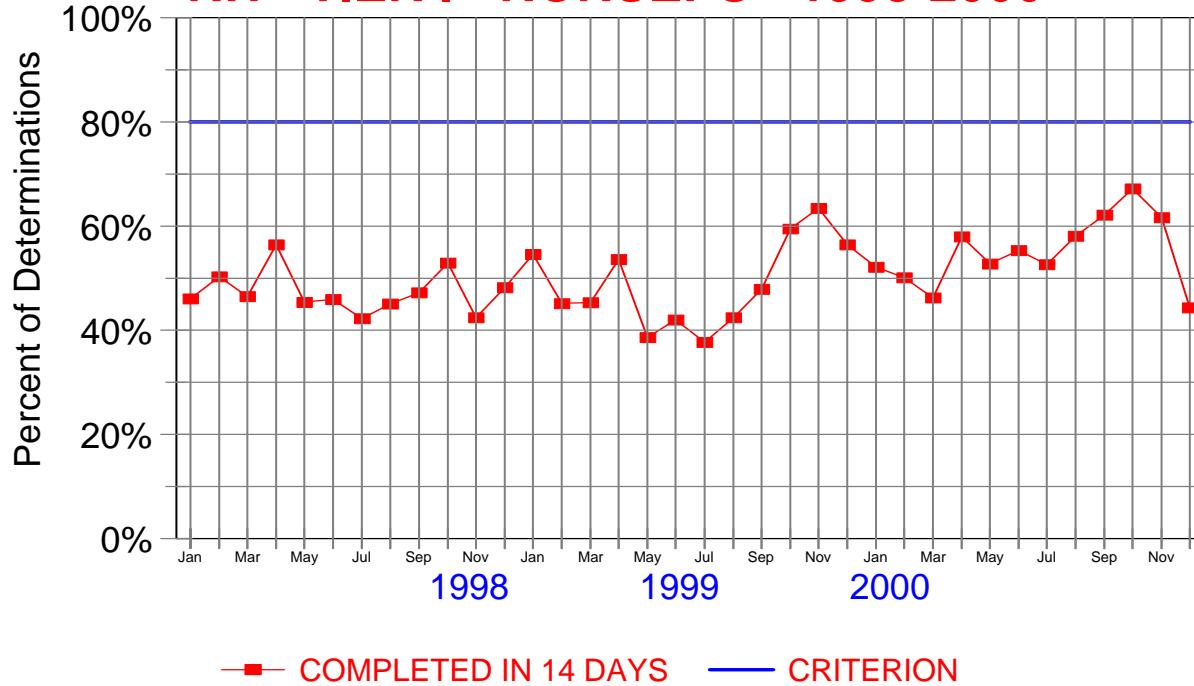


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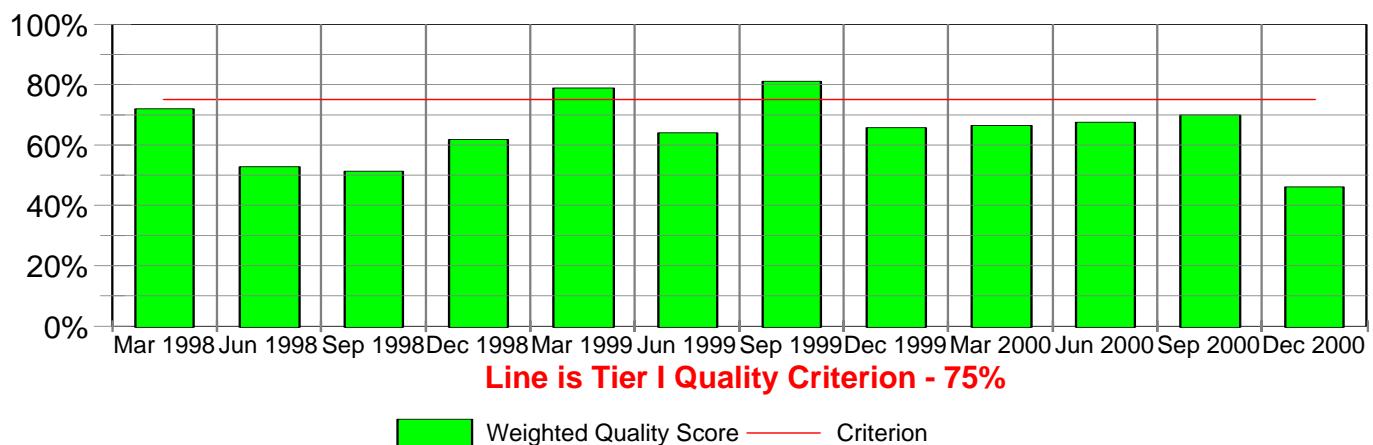
Nonmonetary Determinations Timeliness NH - TIER I - SEPARATIONS - 1998-2000



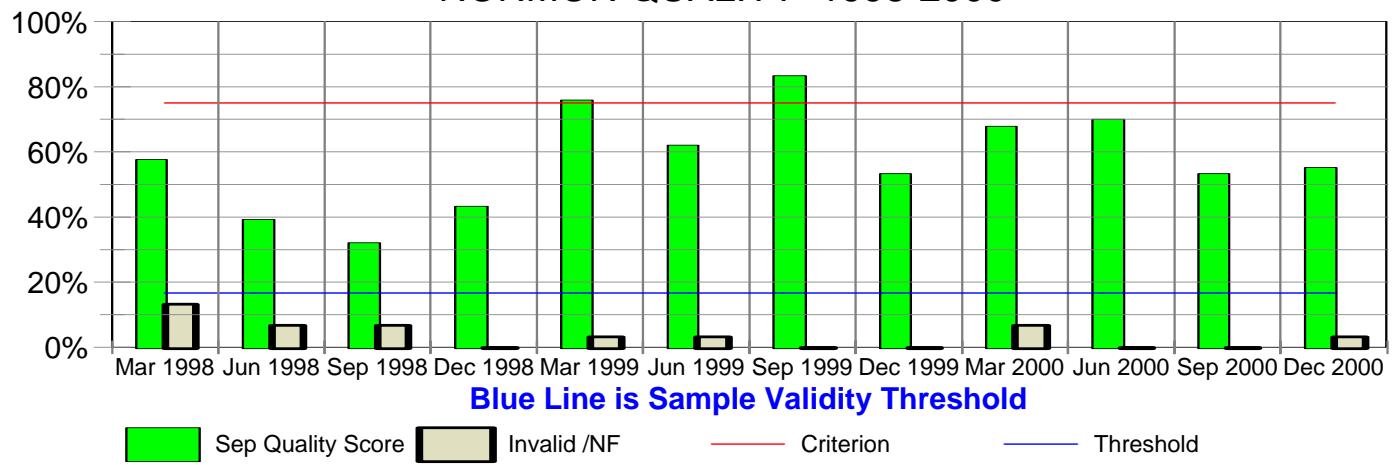
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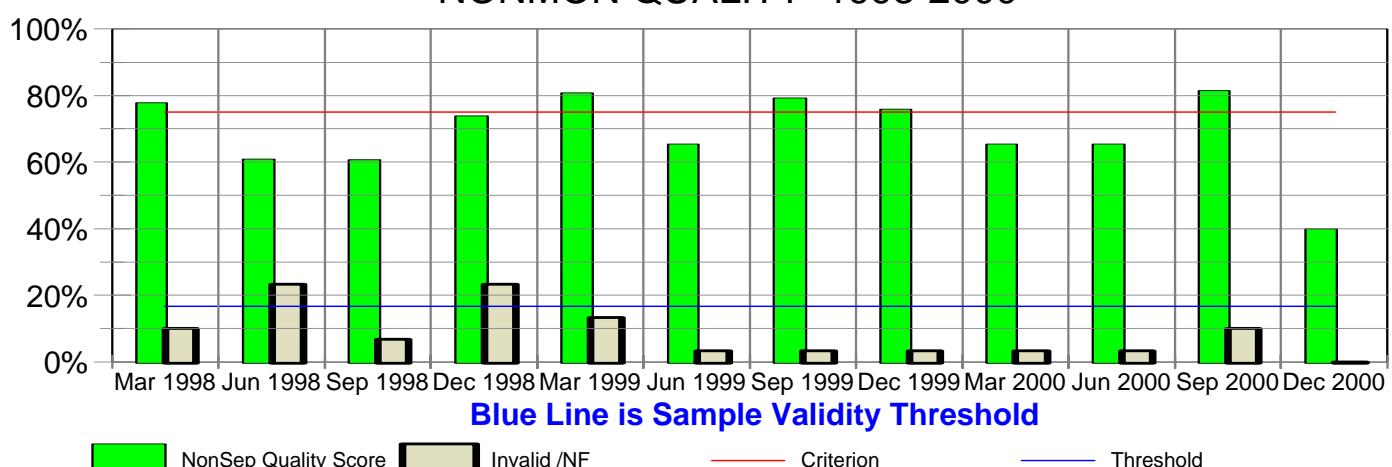
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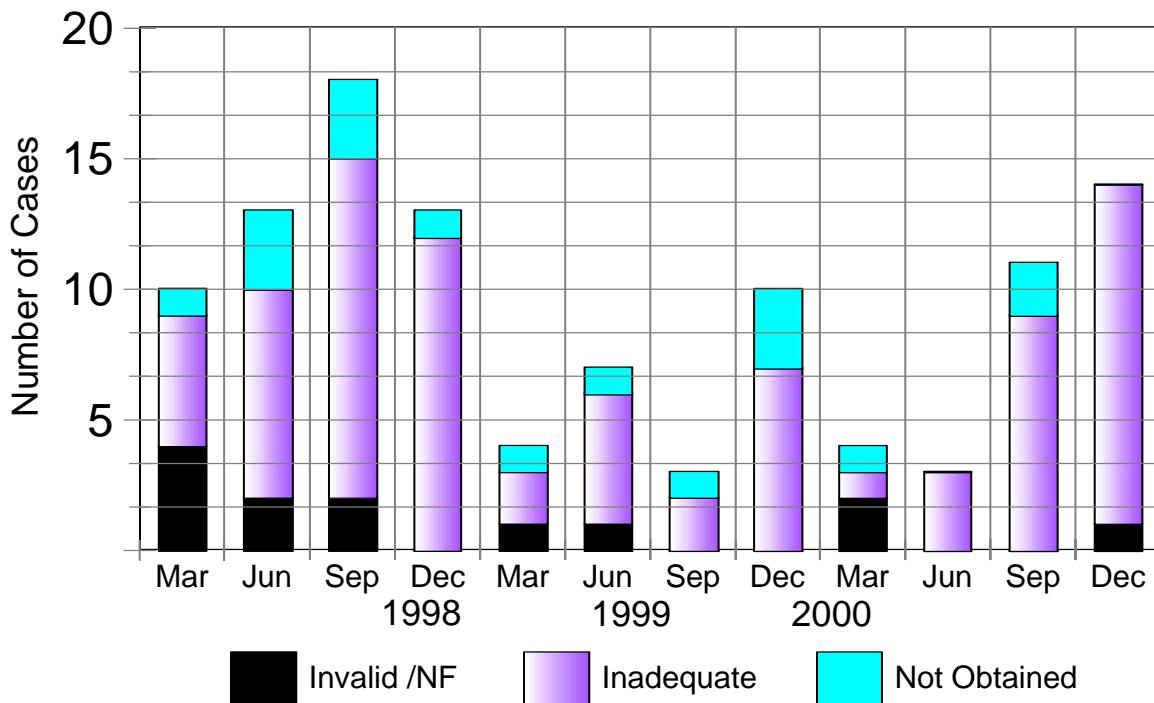
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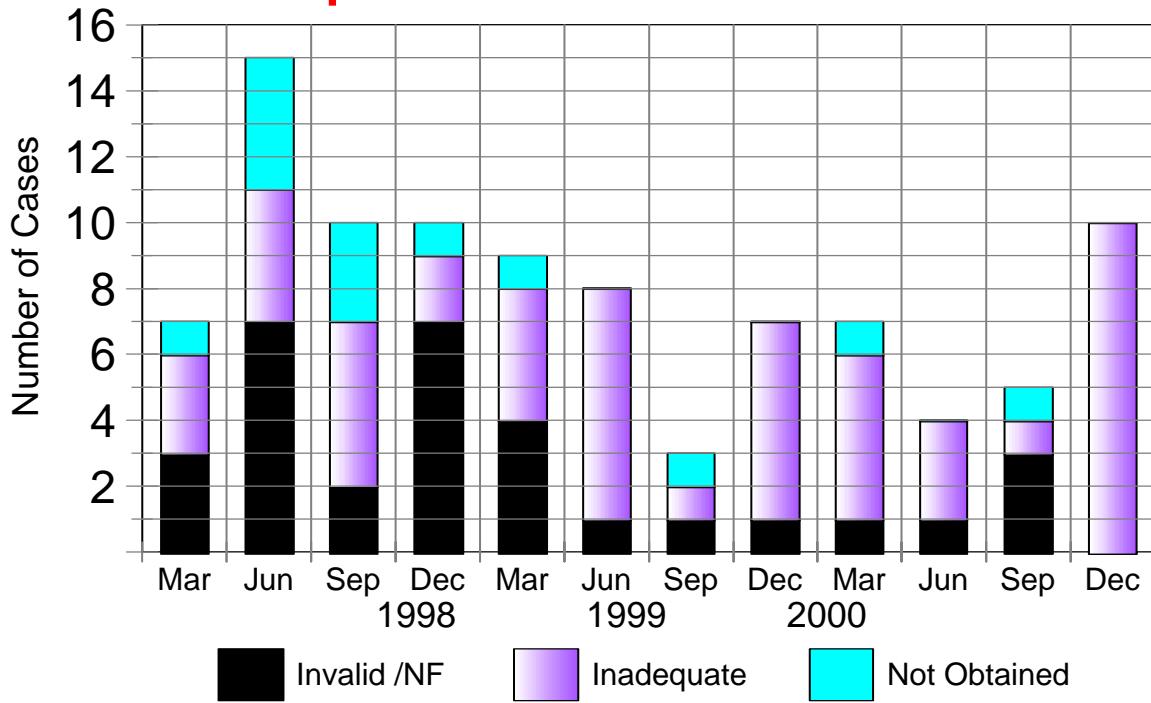
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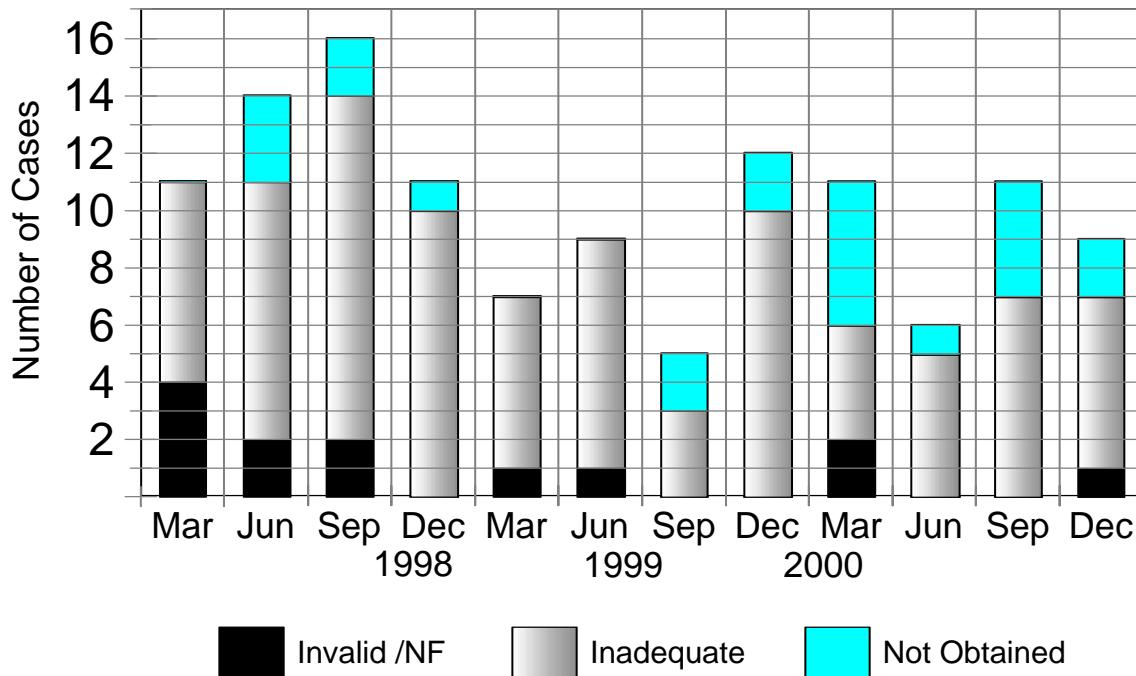
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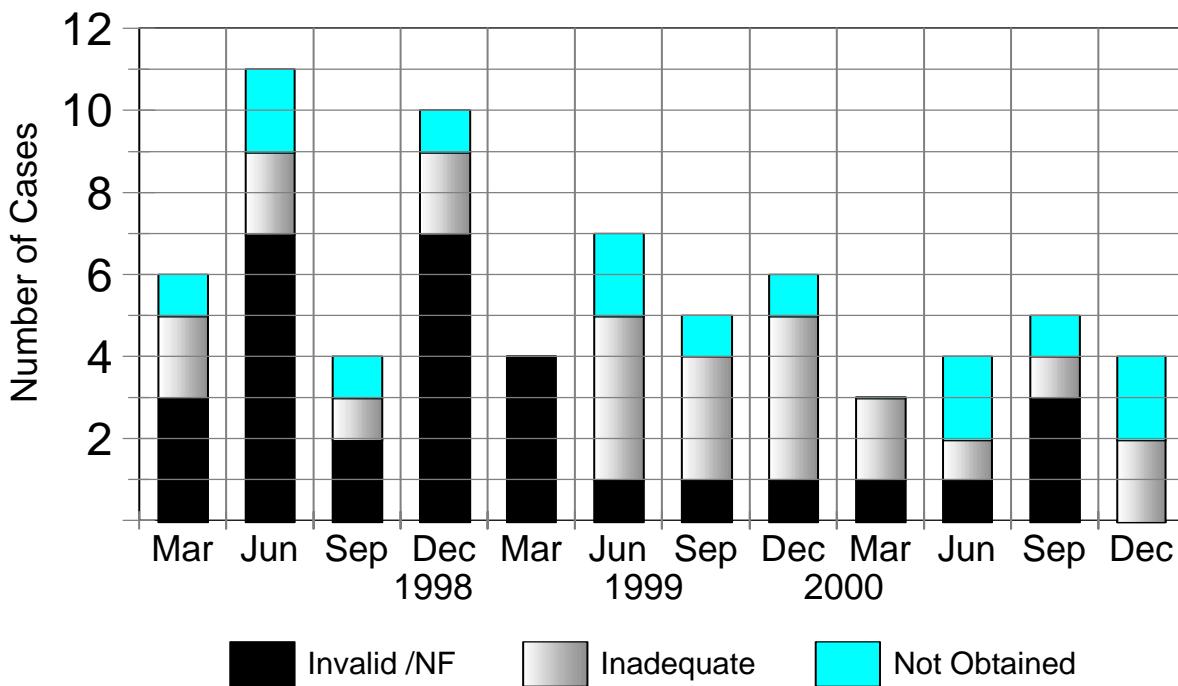
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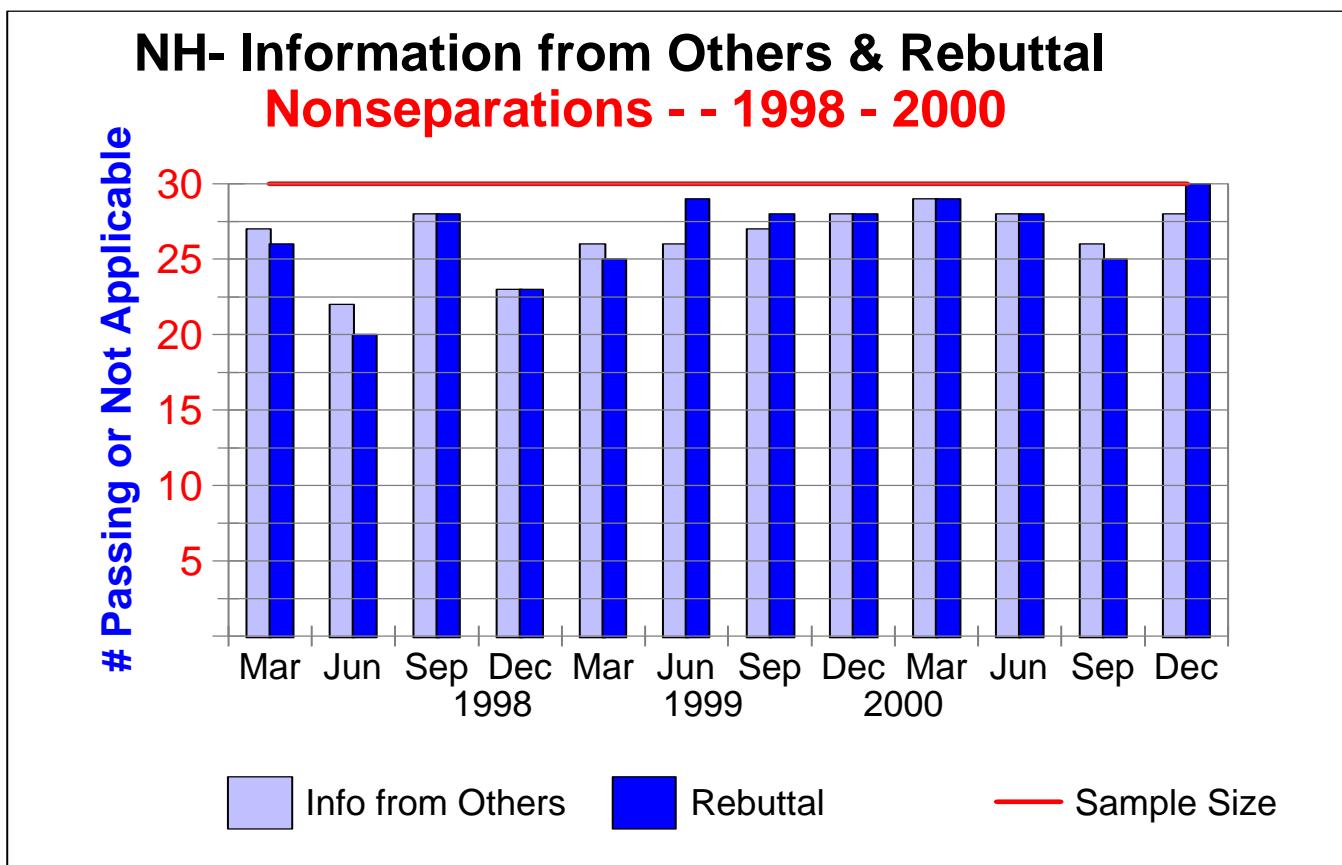
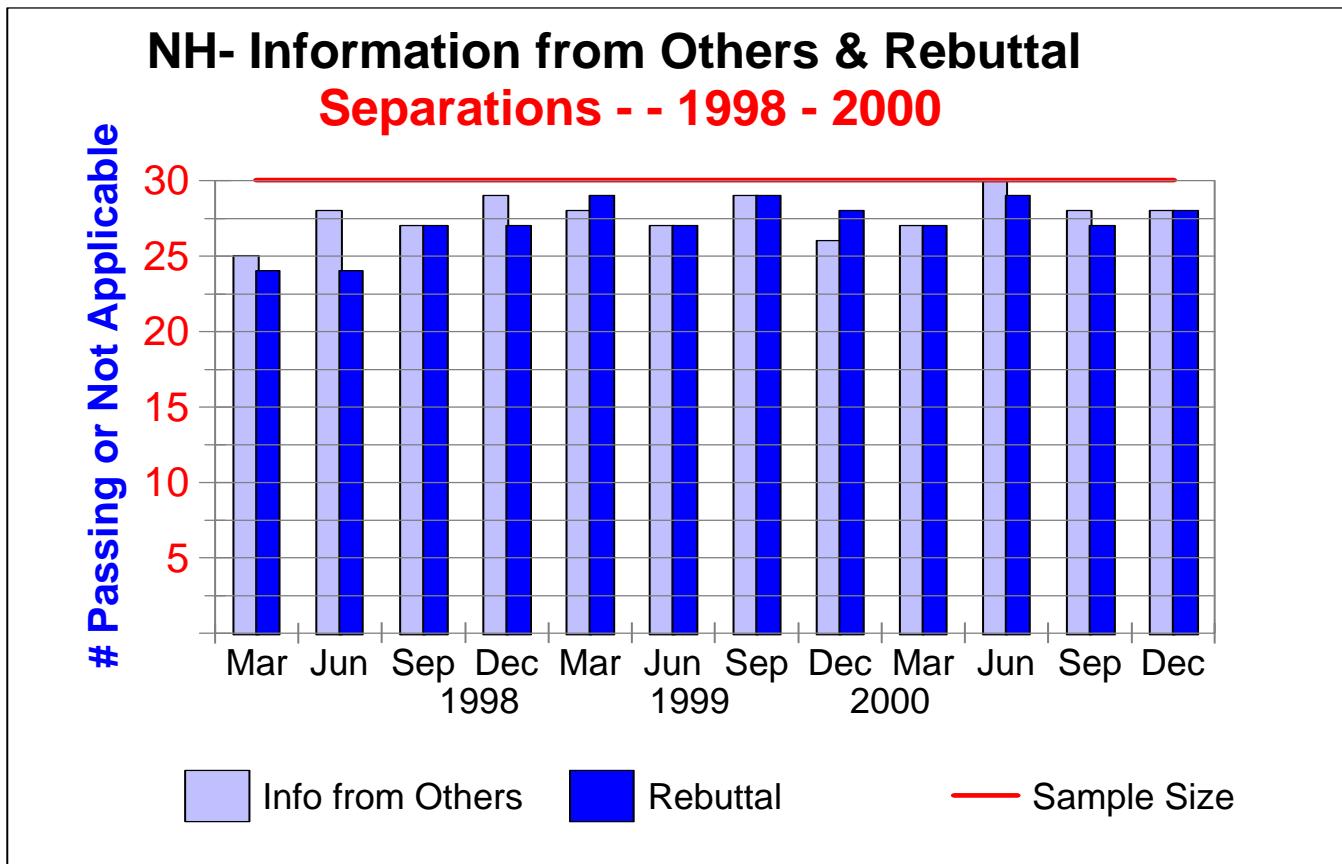


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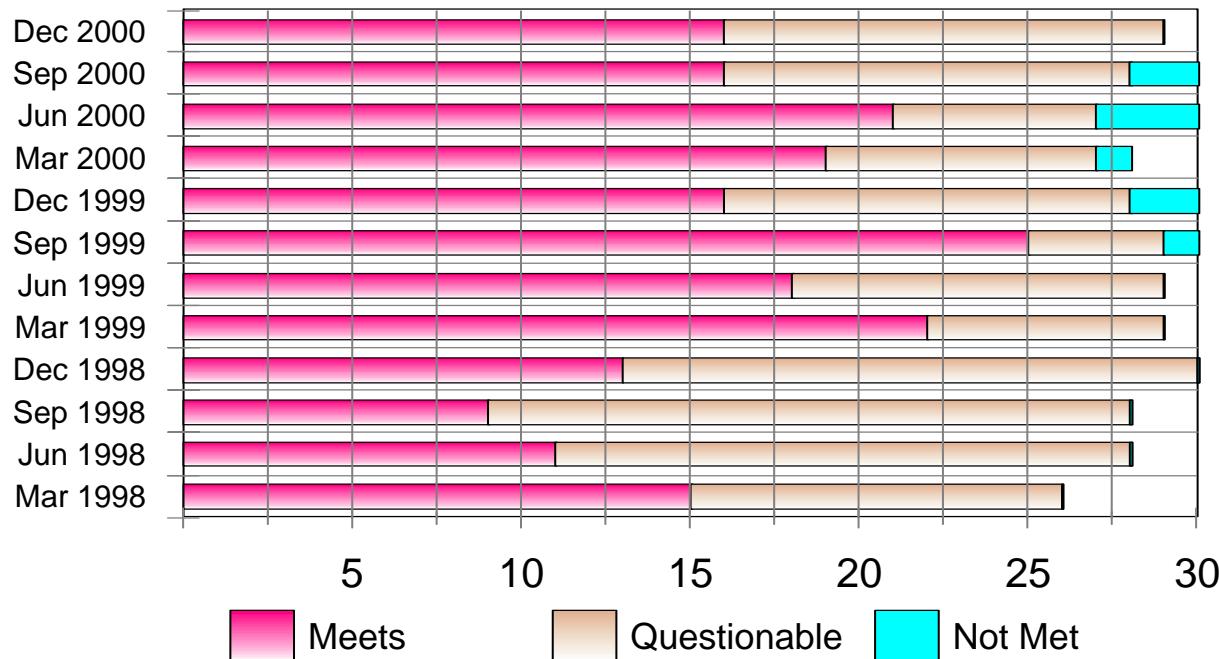


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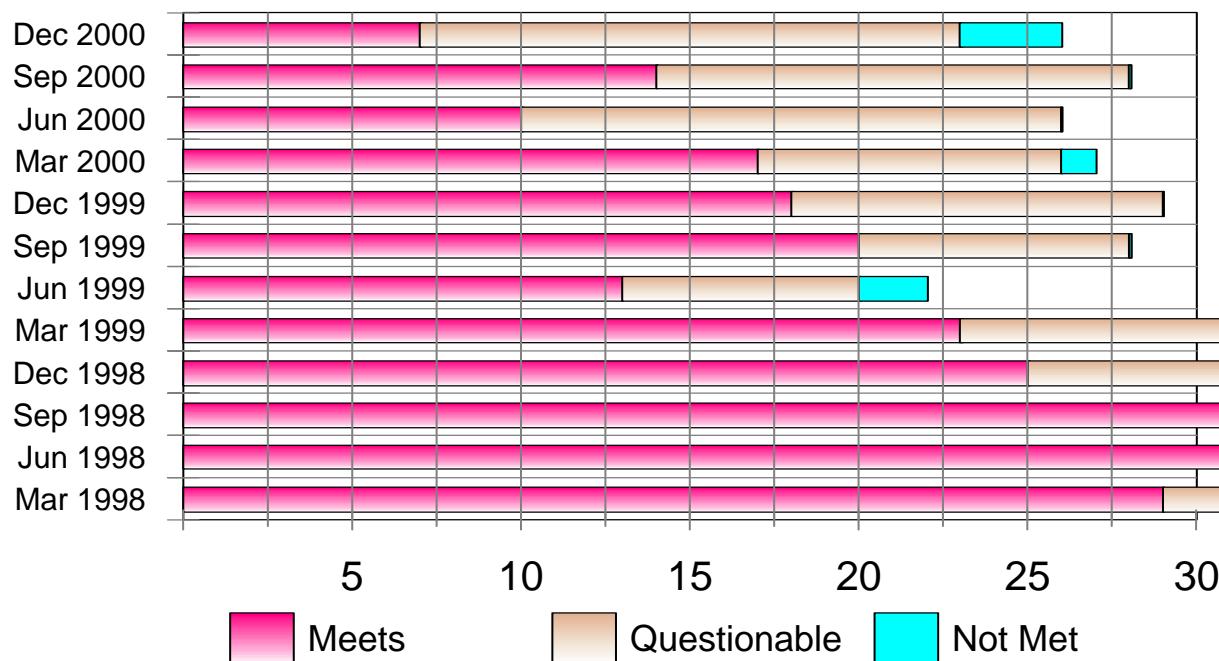




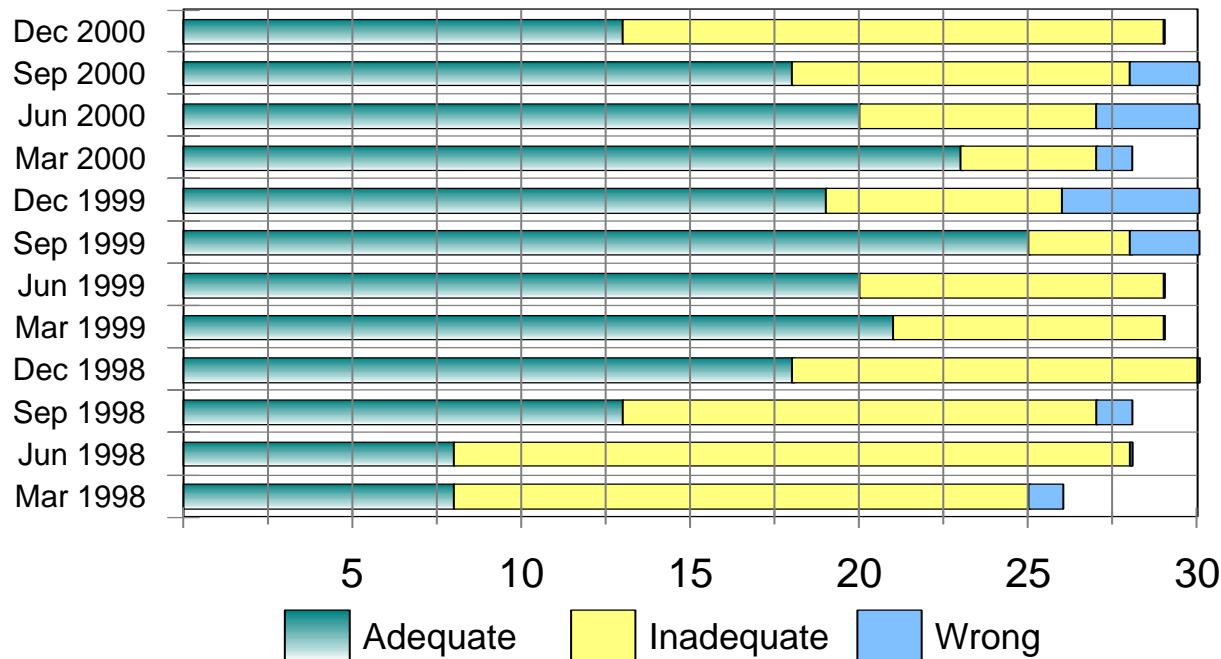
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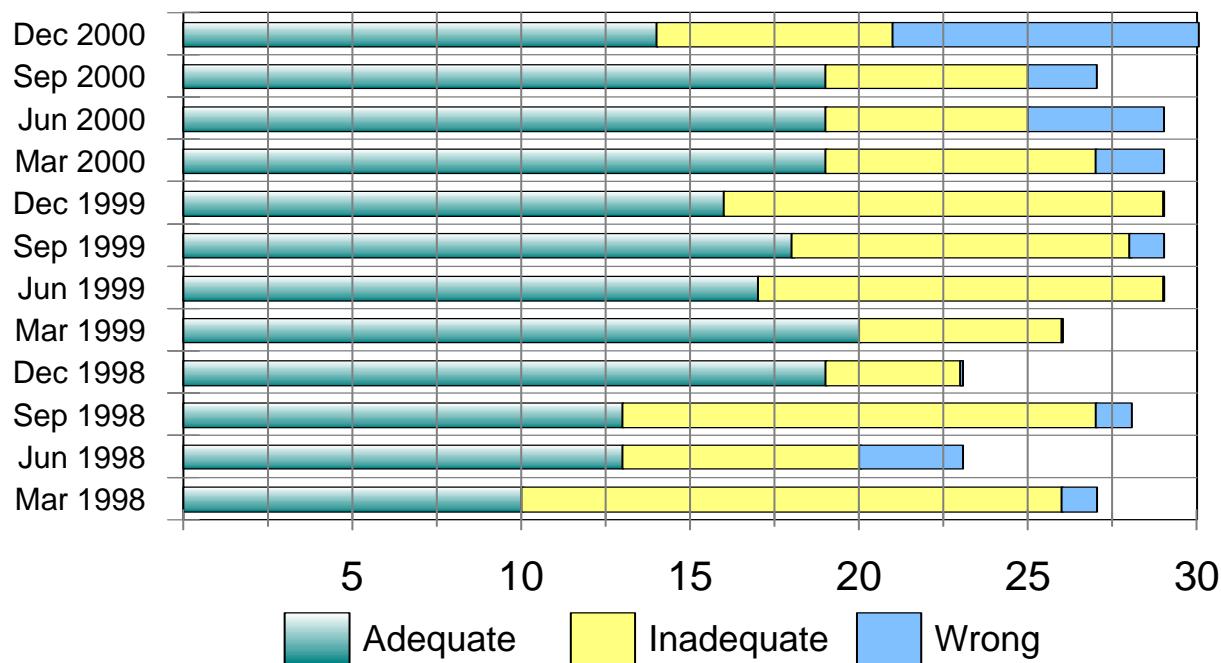
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NH - Written Determination - Results Separations - - 1998 - 2000

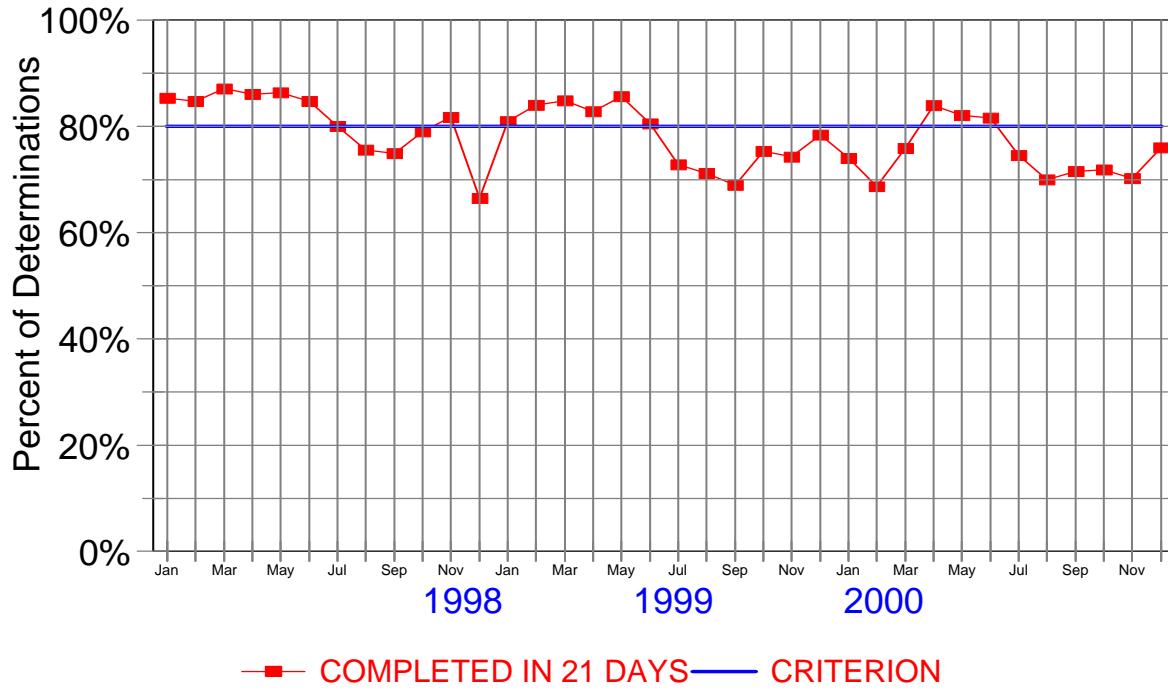


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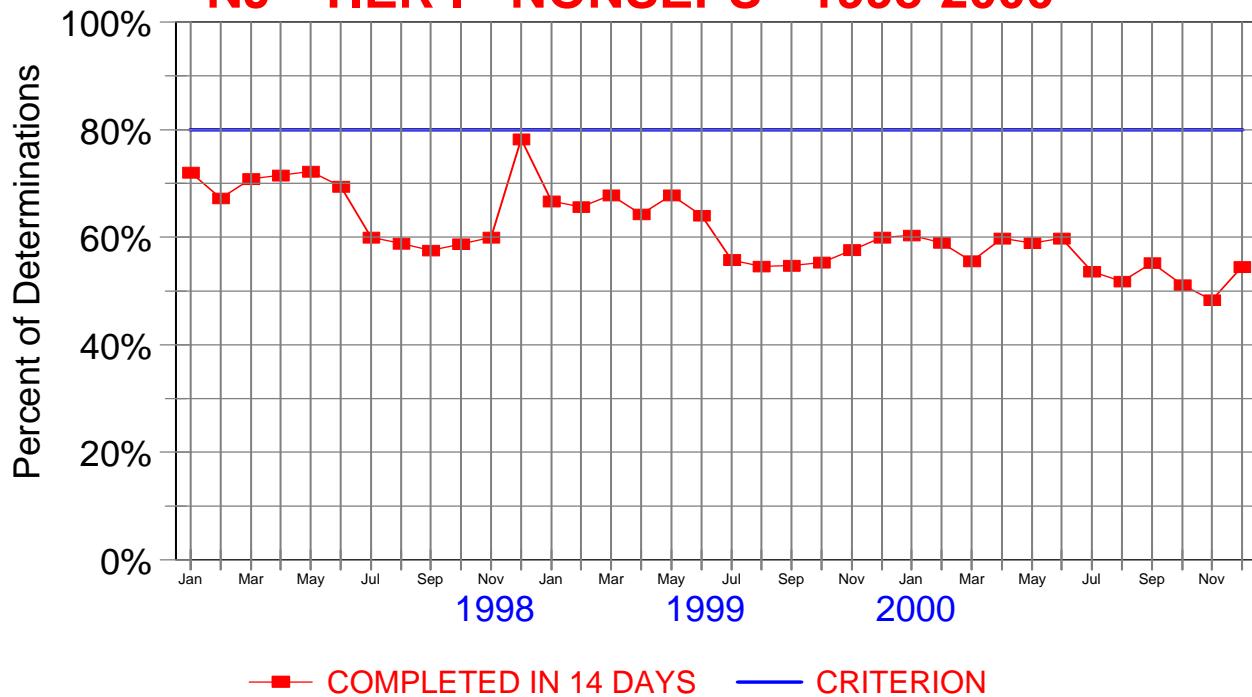


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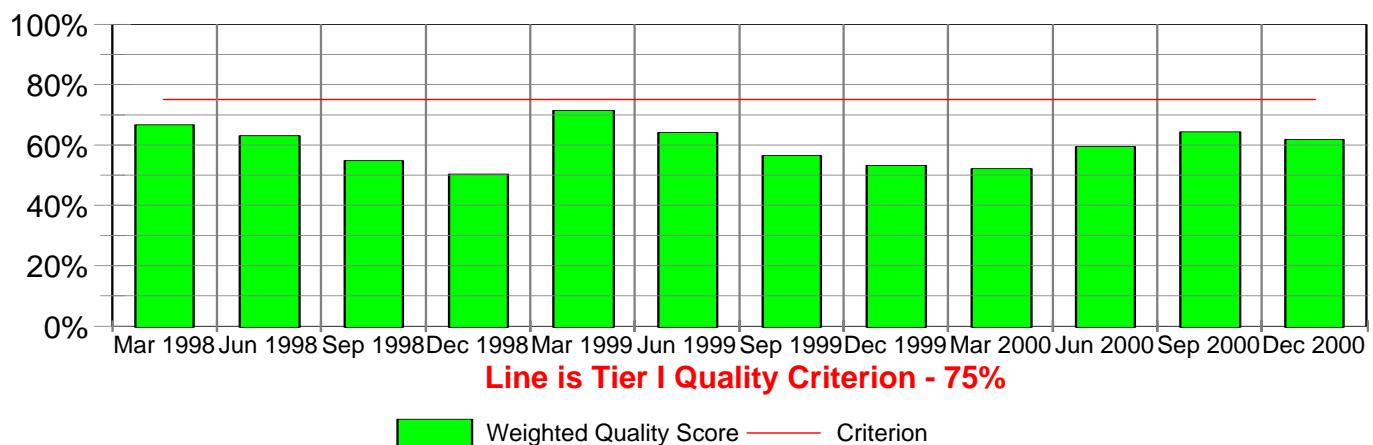
Nonmonetary Determinations Timeliness NJ - TIER I - SEPARATIONS - 1998-2000



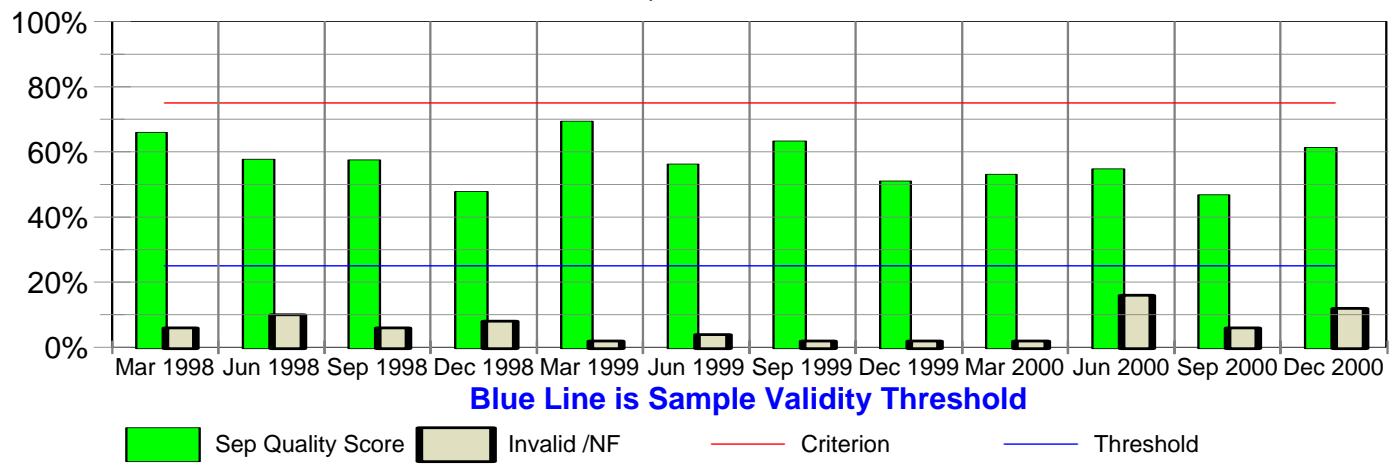
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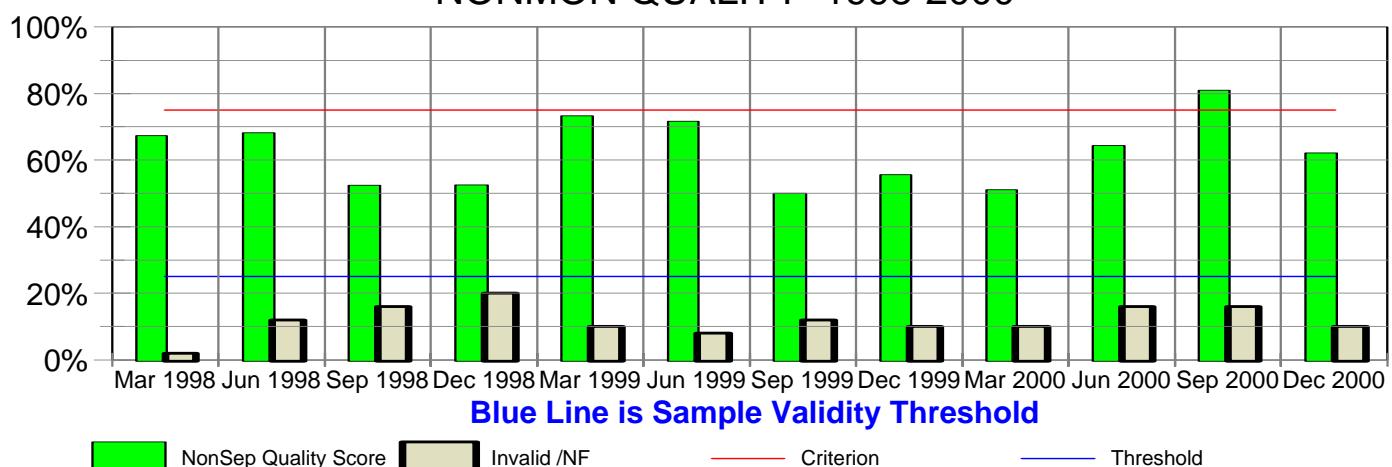
NEW JERSEY NONMON QUALITY 1998-2000



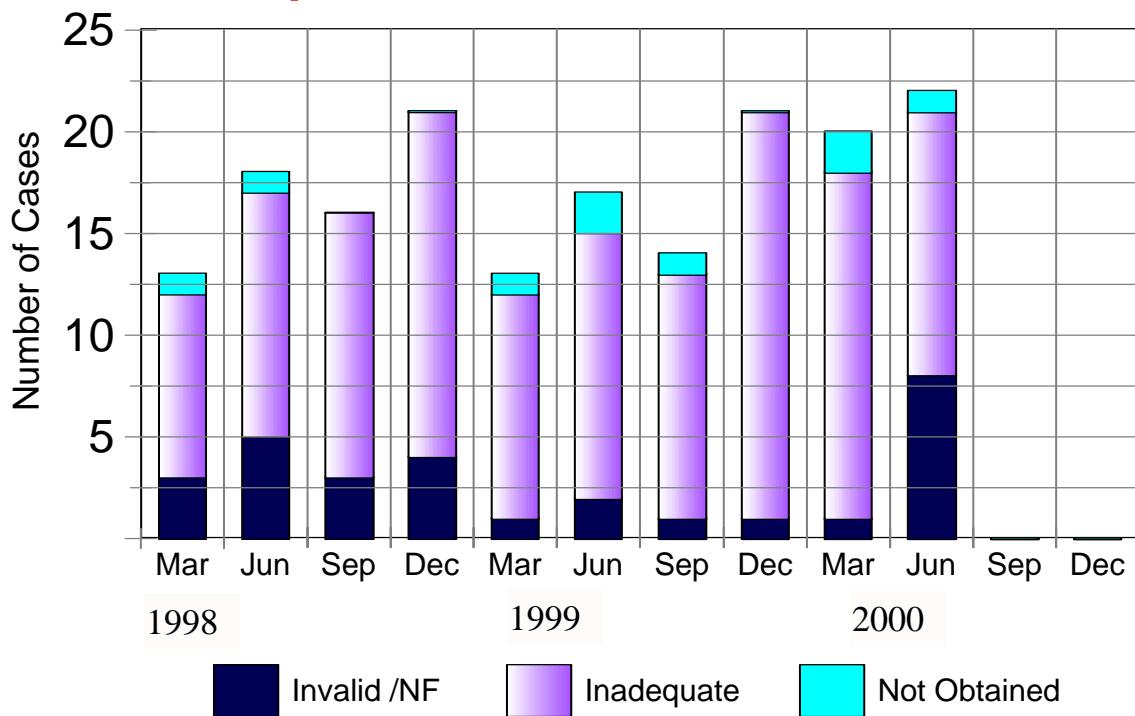
NEW JERSEY: SEPARATIONS NONMON QUALITY 1998-2000



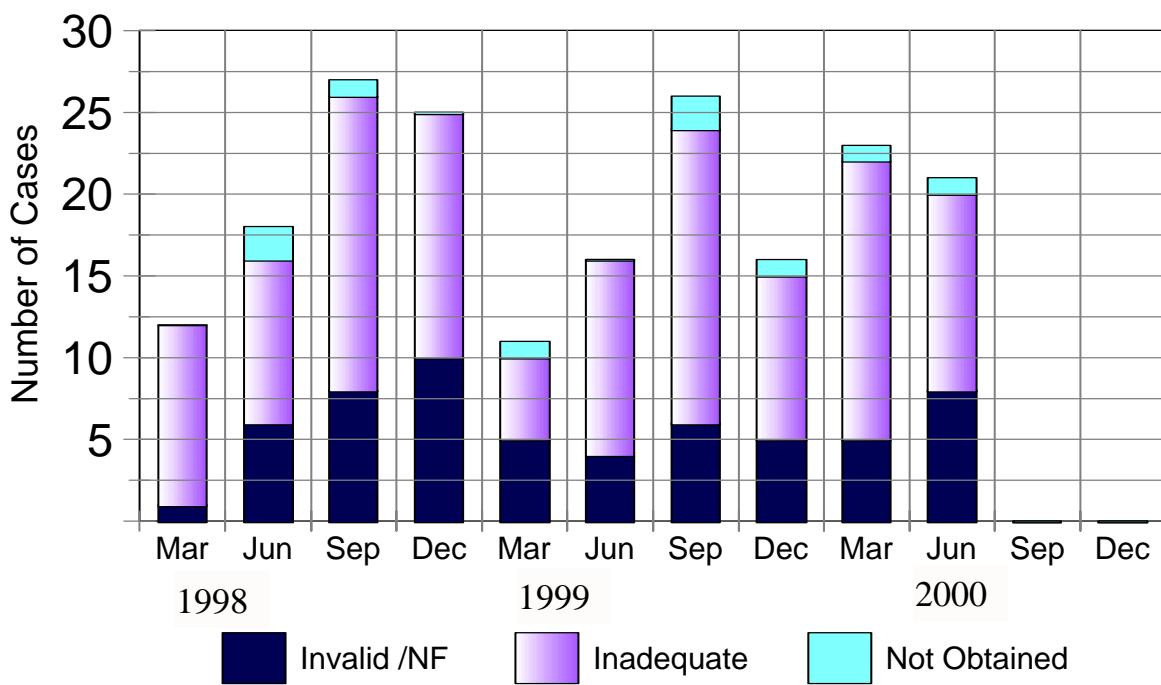
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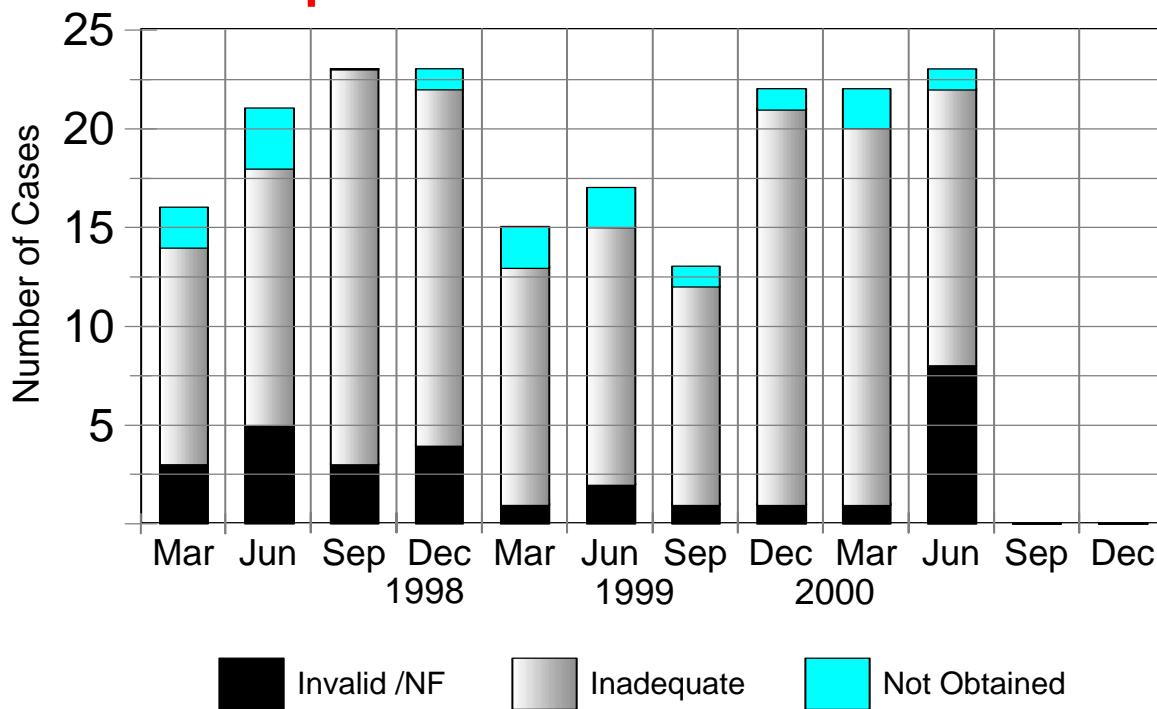
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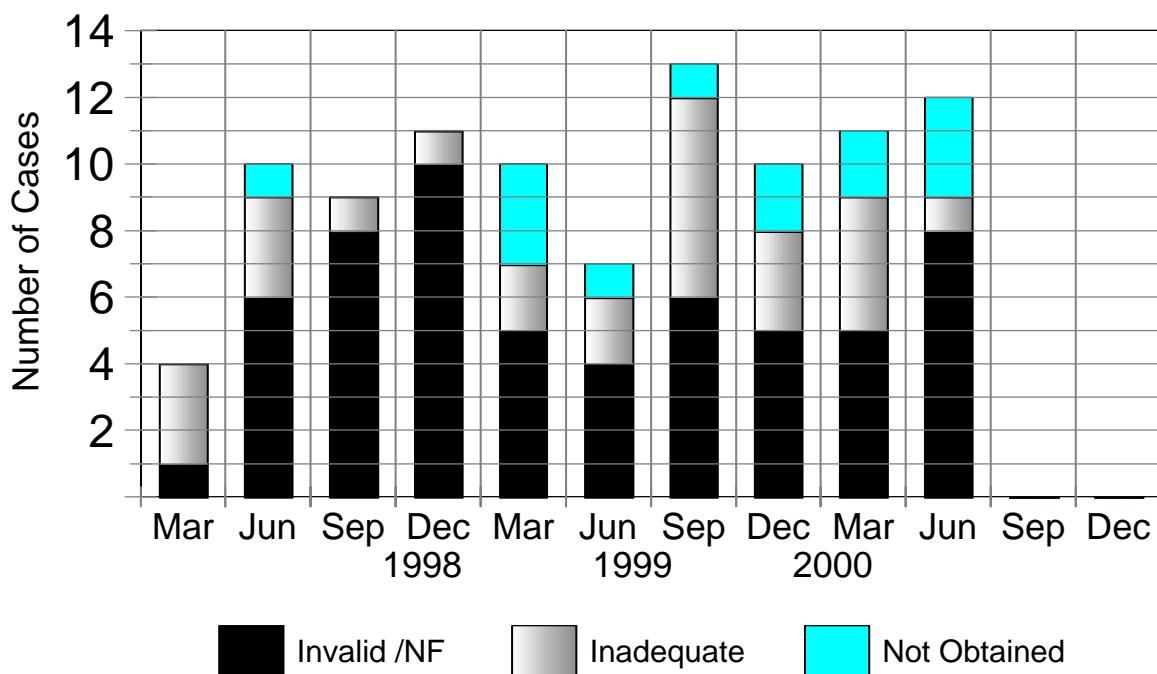
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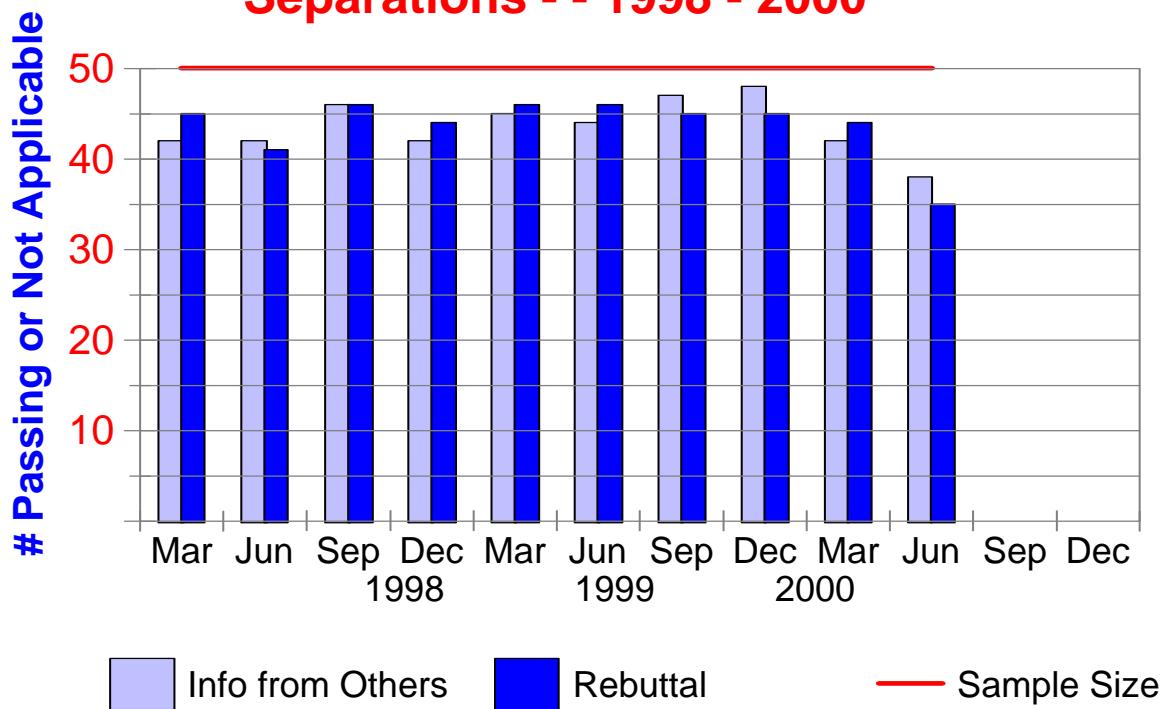
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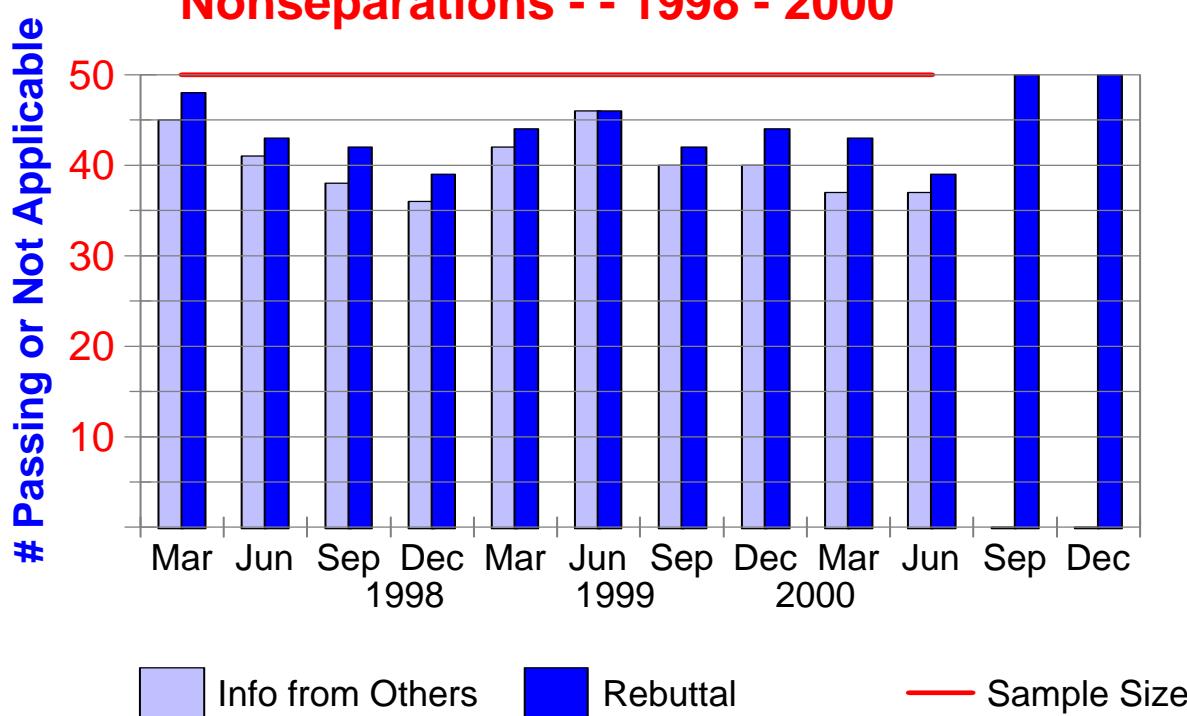
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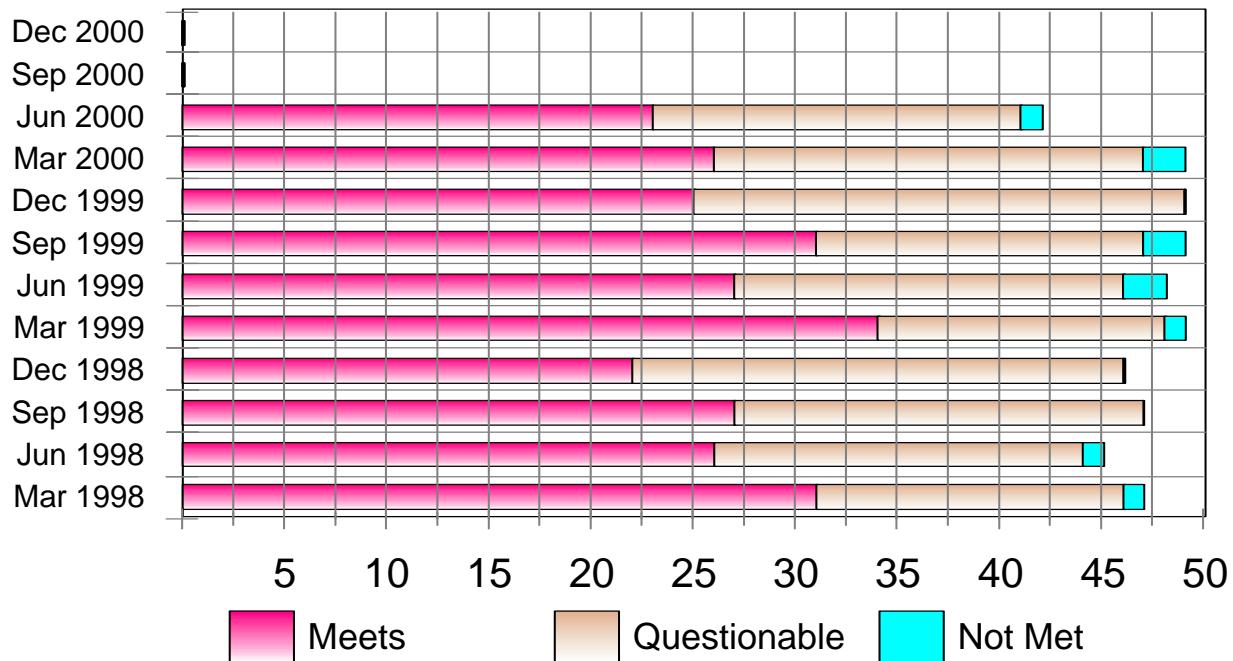
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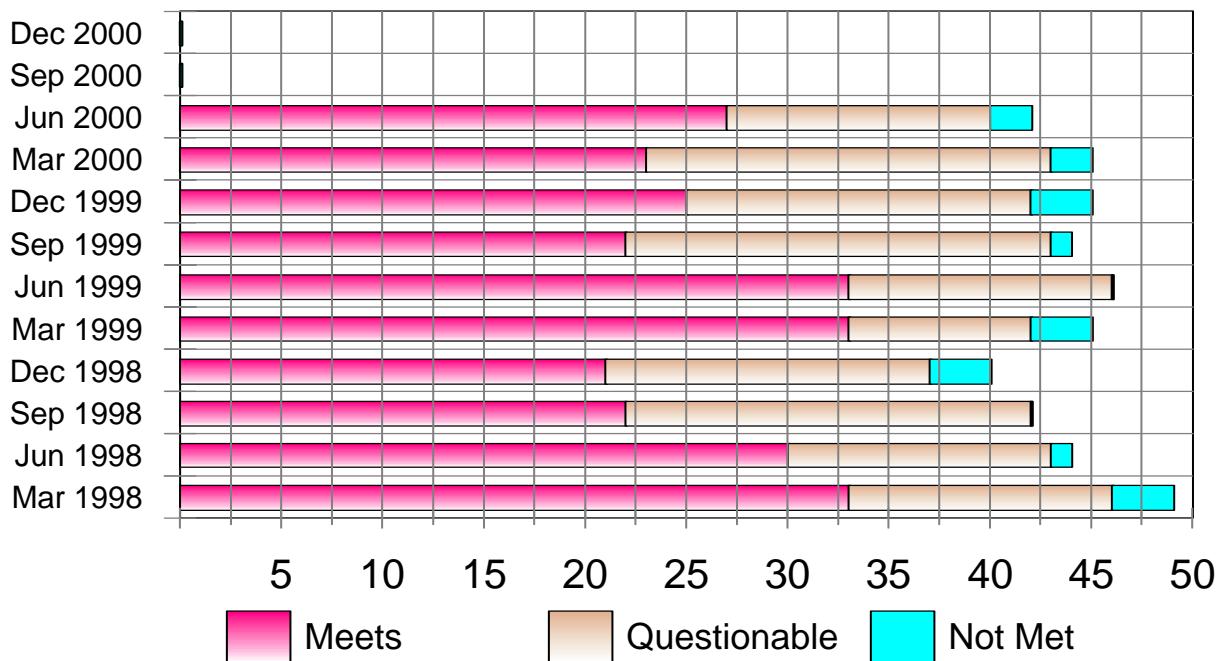
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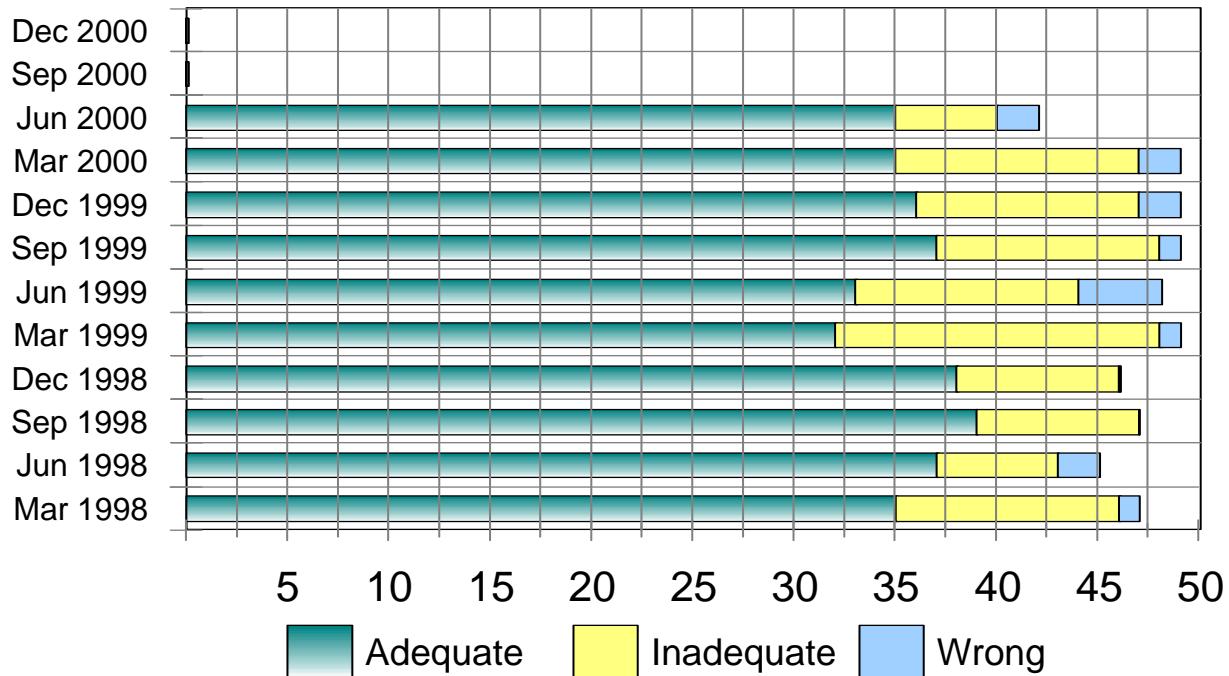
NJ - Meets Law & Policy - Results Separations - - 1998 - 2000



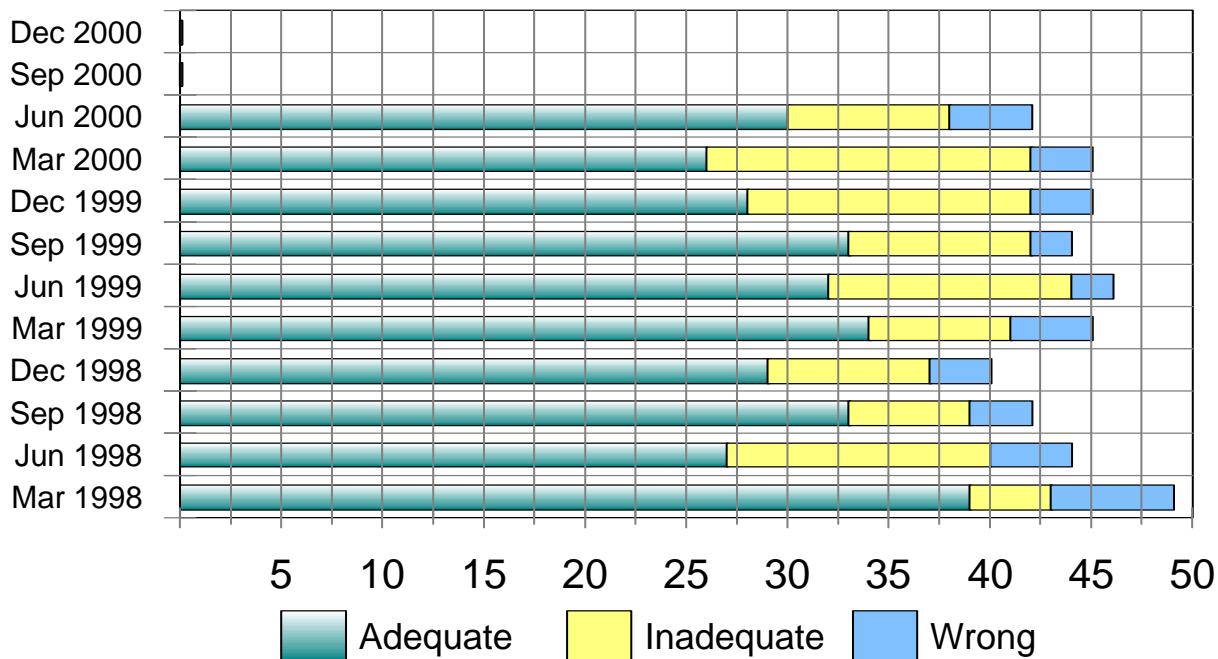
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NJ - Written Determination - Results Separations - - 1998 - 2000

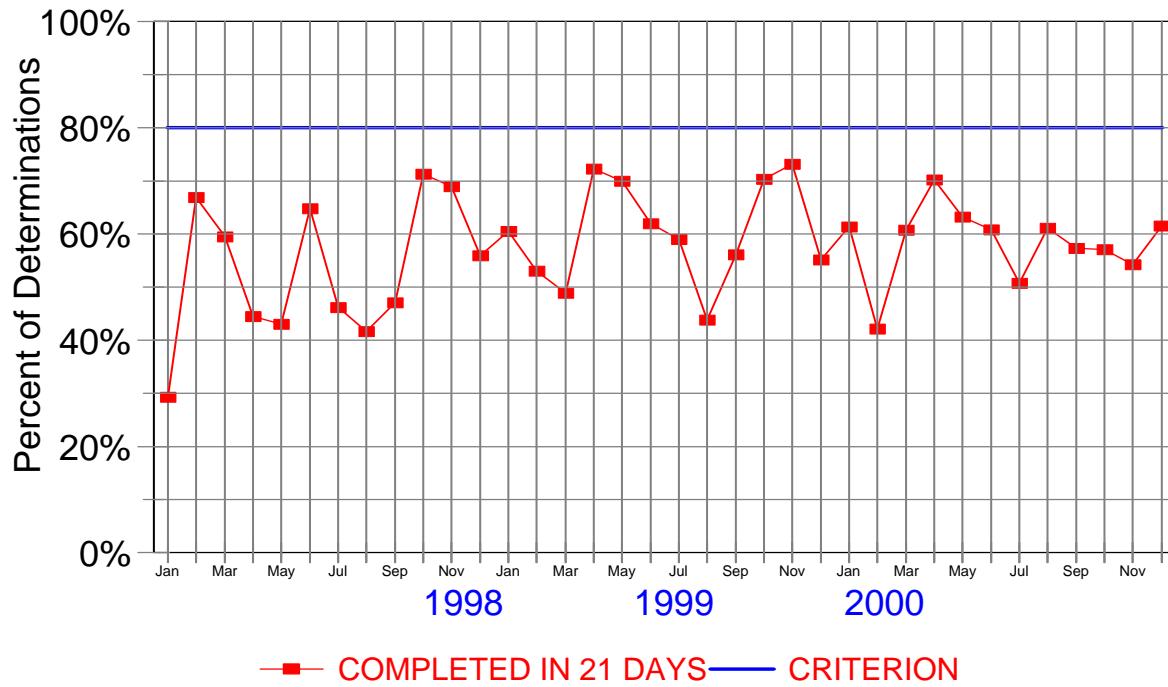


NJ - Written Determination - Results Nonseparations - - 1998 - 2000



NEW MEXICO

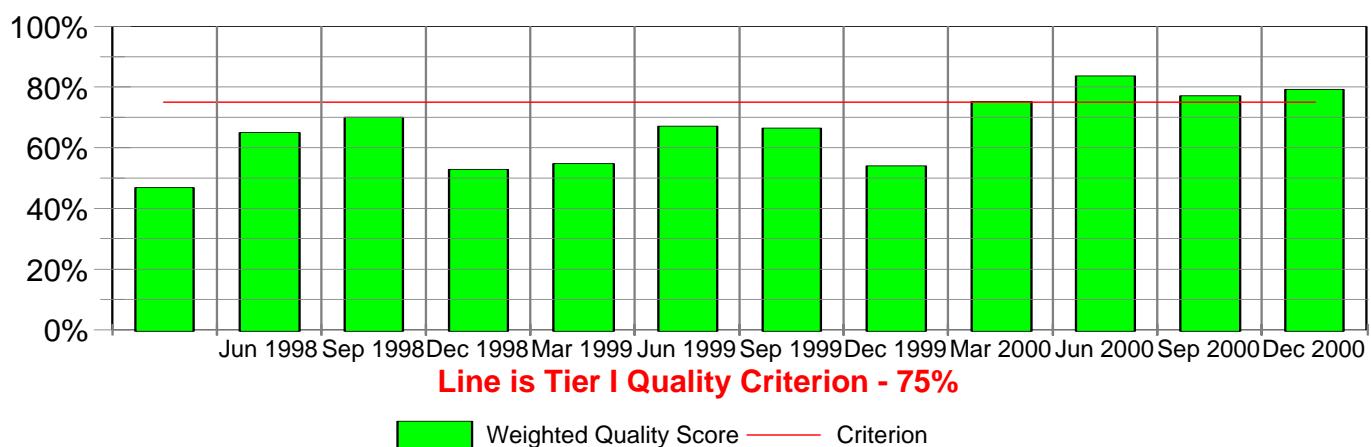
Nonmonetary Determinations Timeliness NM - TIER I - SEPARATIONS - 1998-2000



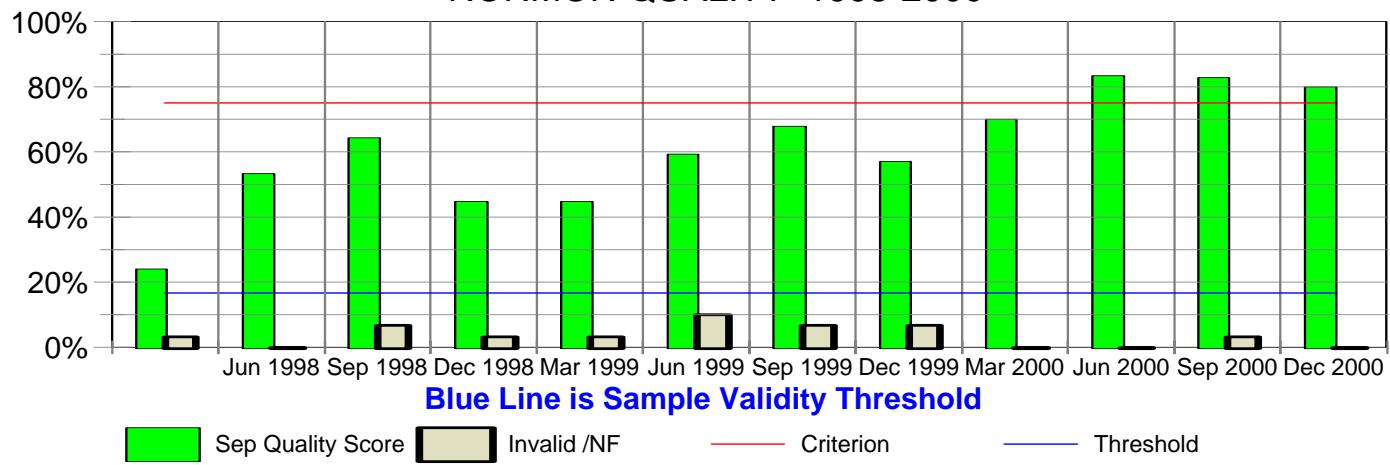
Nonmonetary Determinations Timeliness NM - TIER I - NONSEPS - 1998-2000



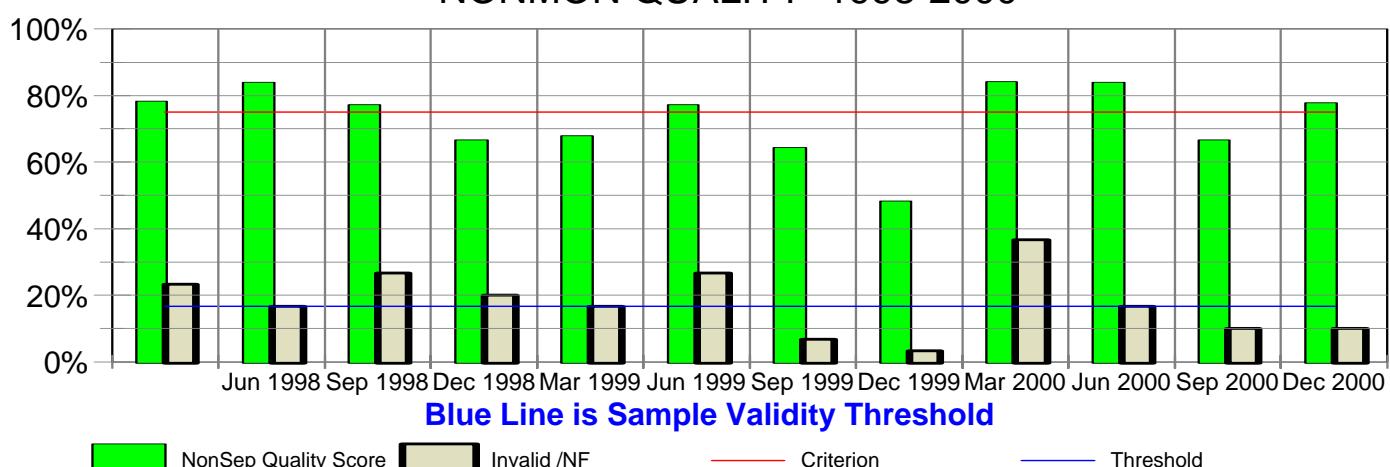
NEW MEXICO NONMON QUALITY 1998-2000



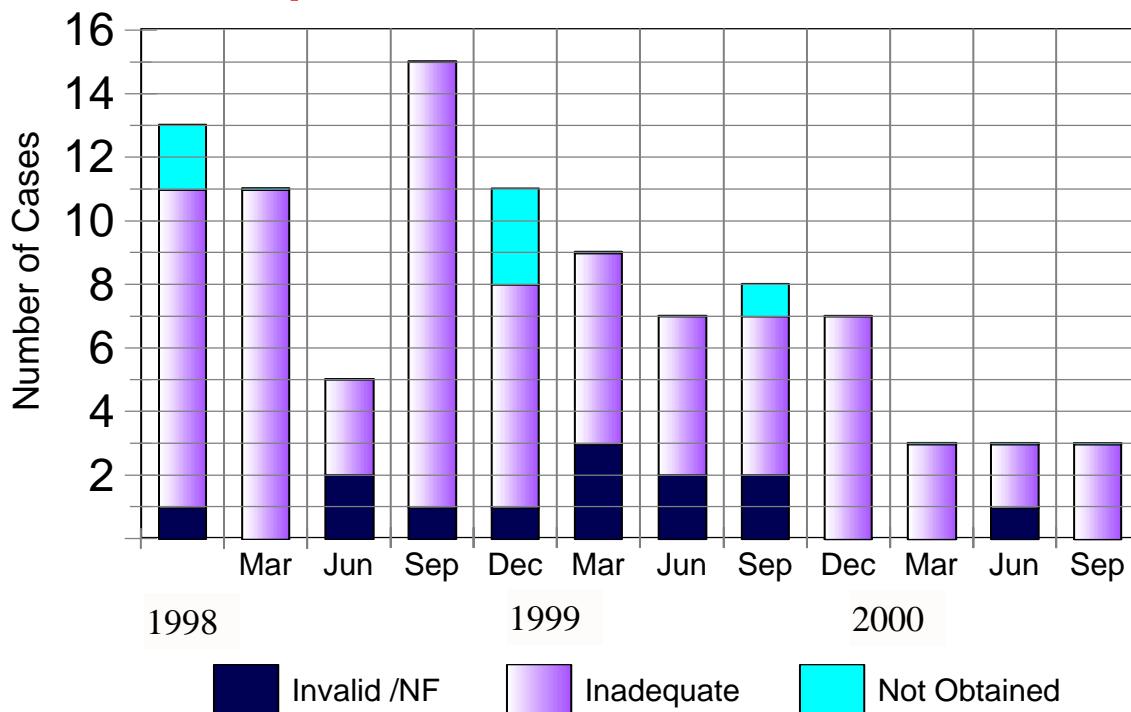
NEW MEXICO: SEPARATIONS NONMON QUALITY 1998-2000



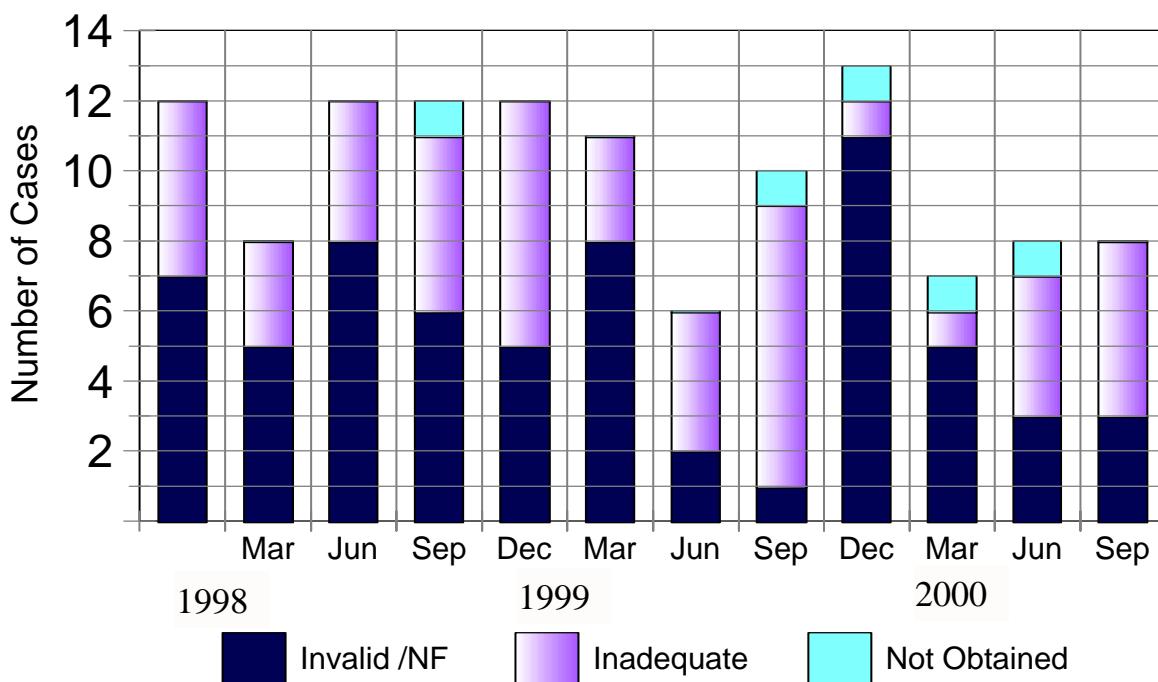
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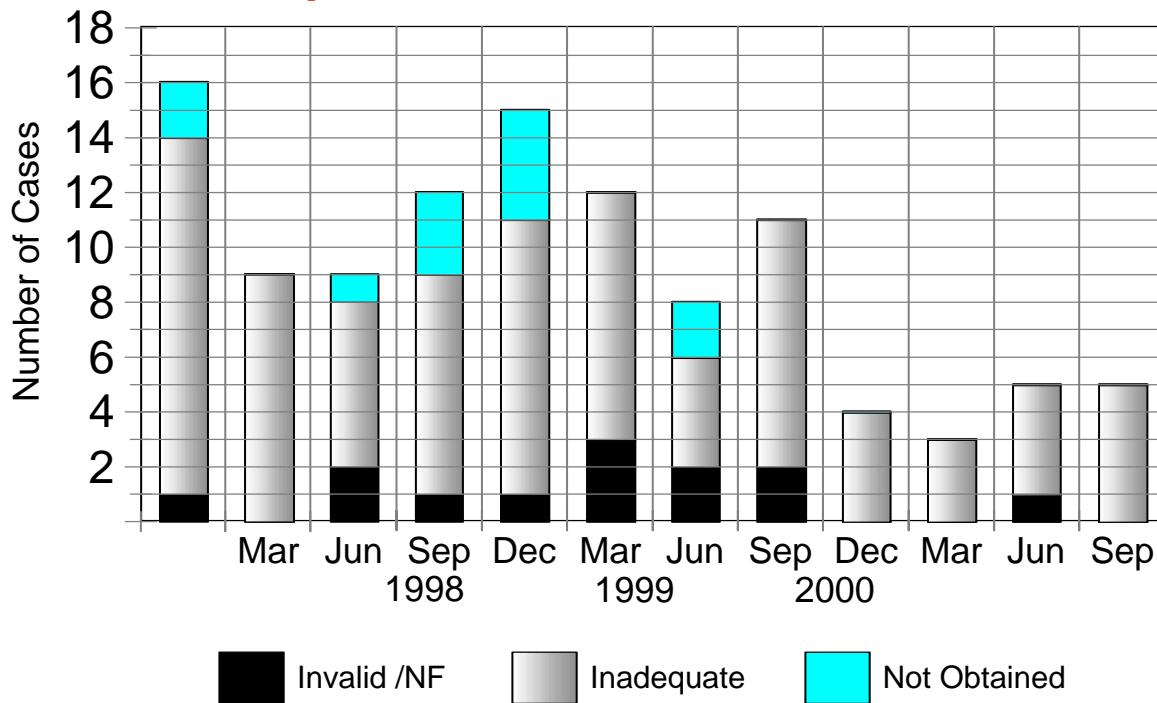
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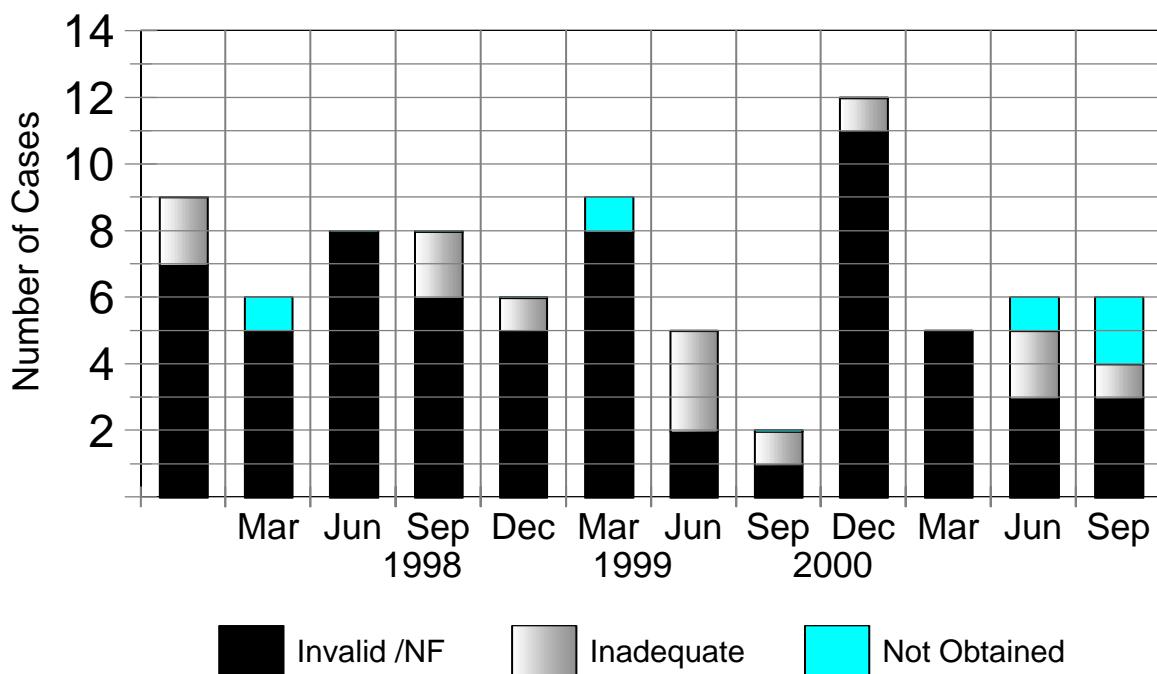
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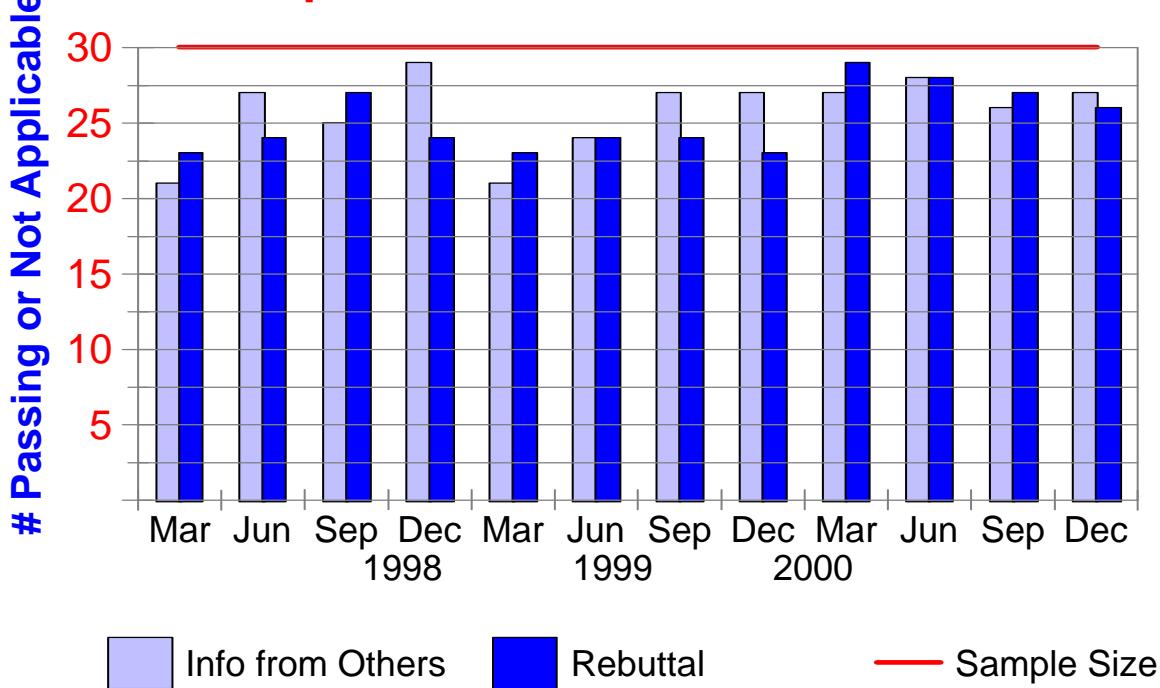
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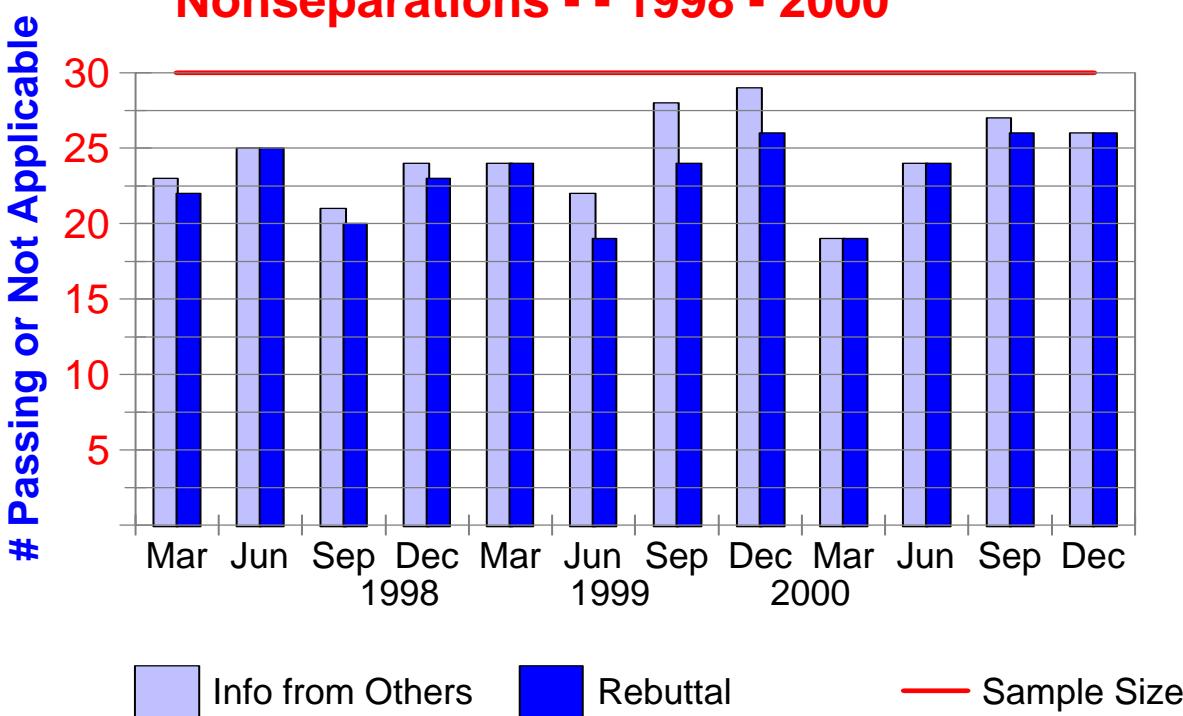
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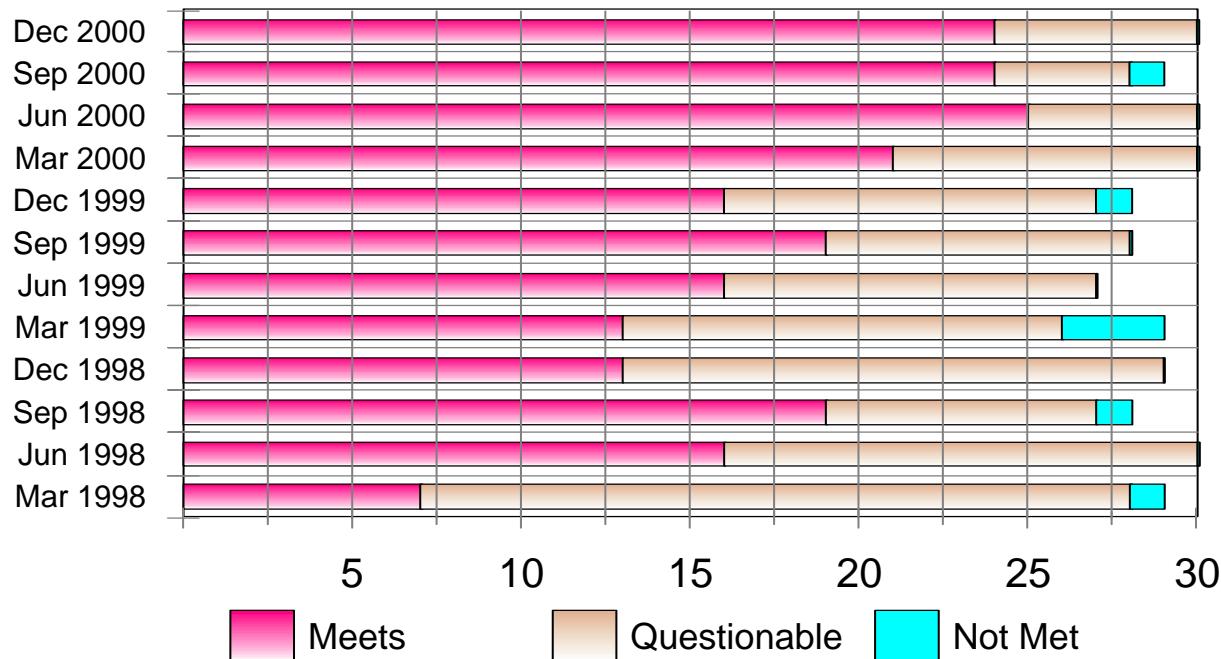
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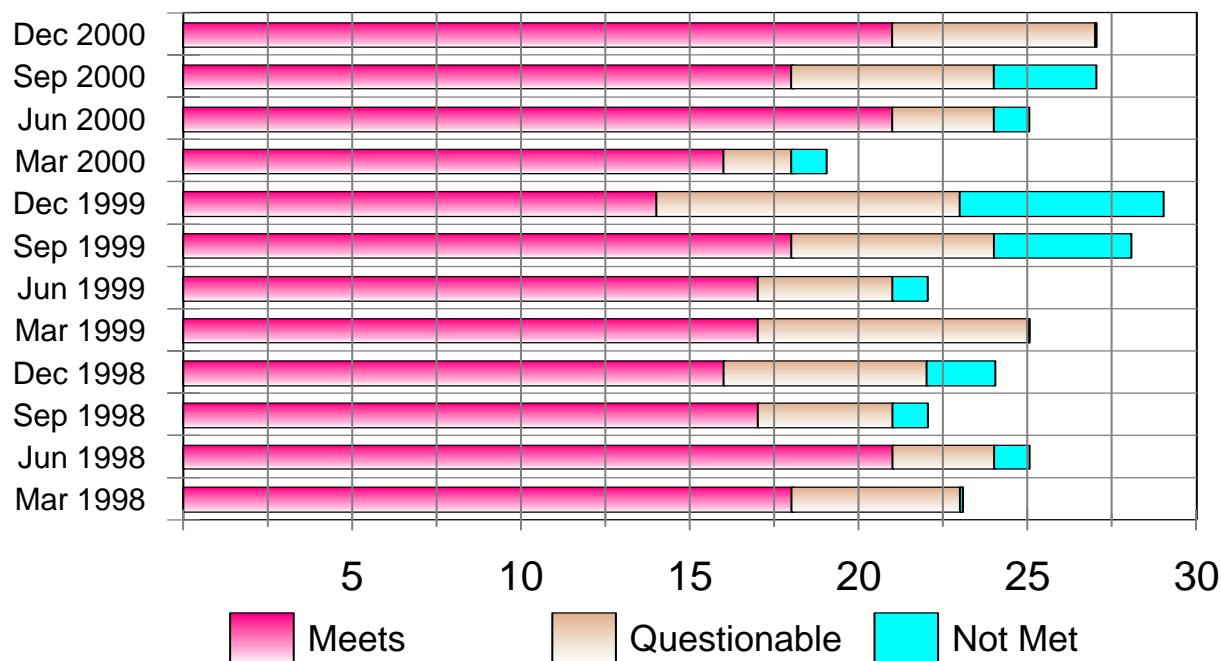
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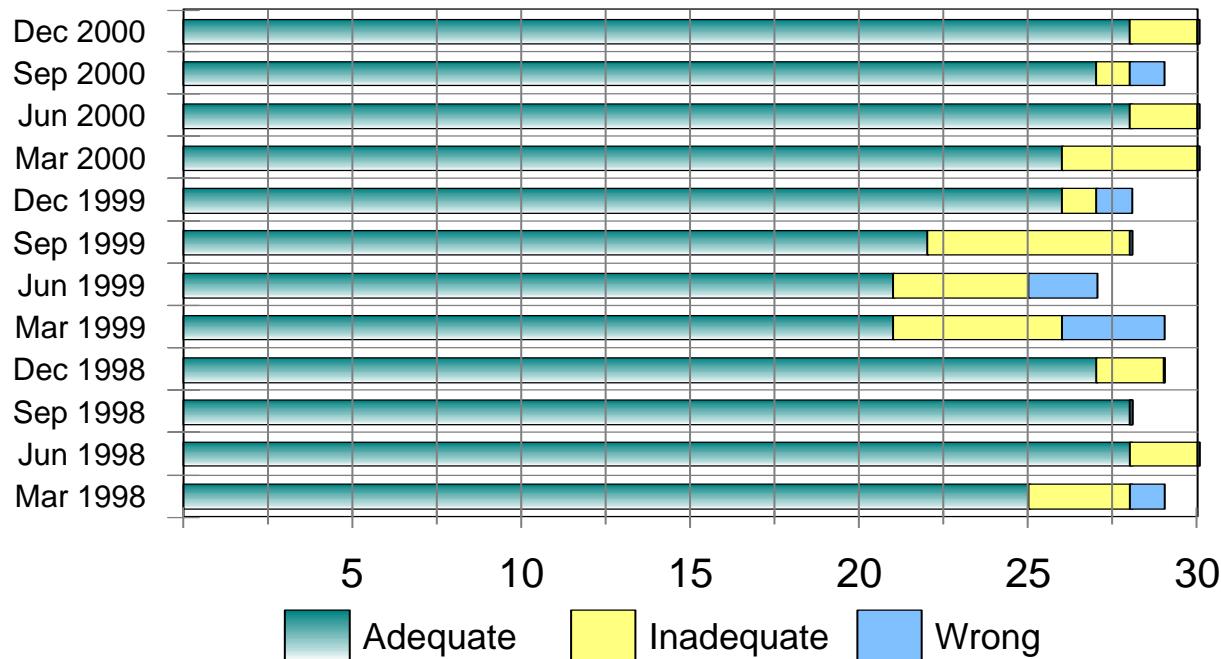
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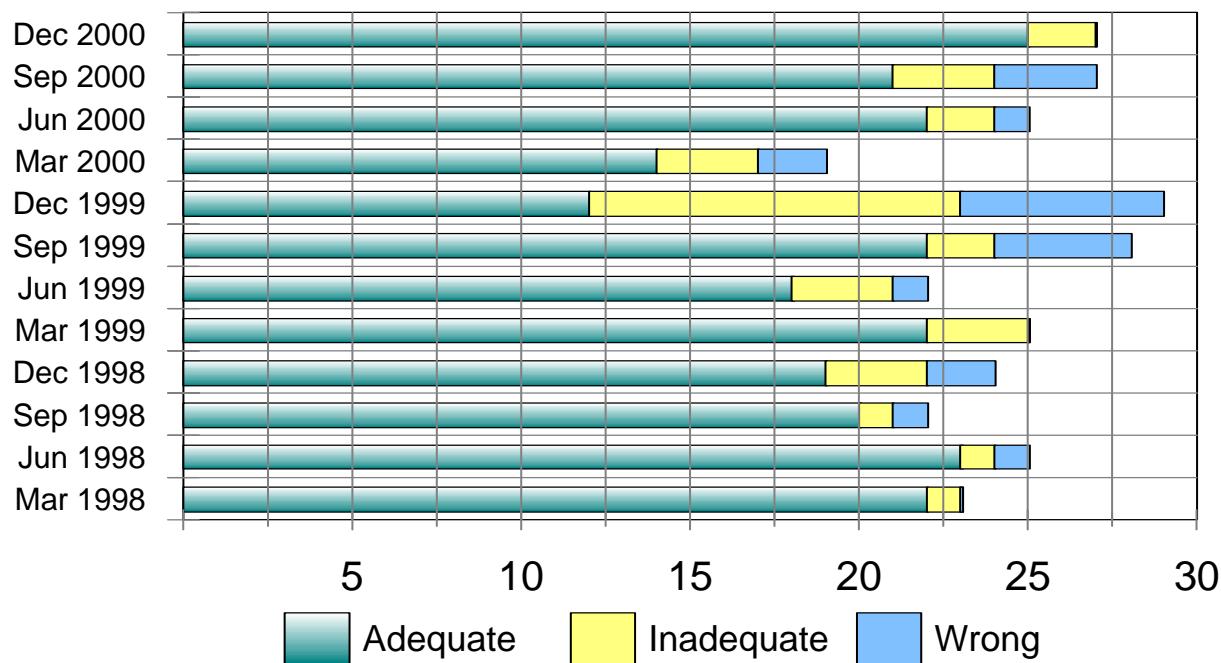
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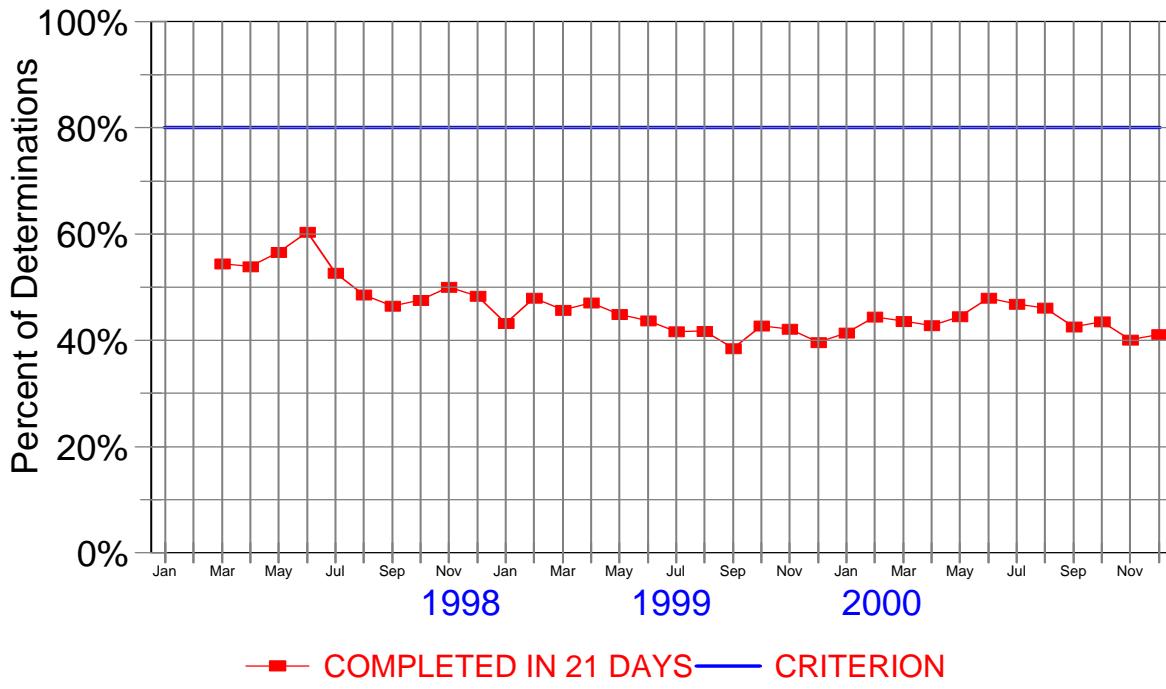
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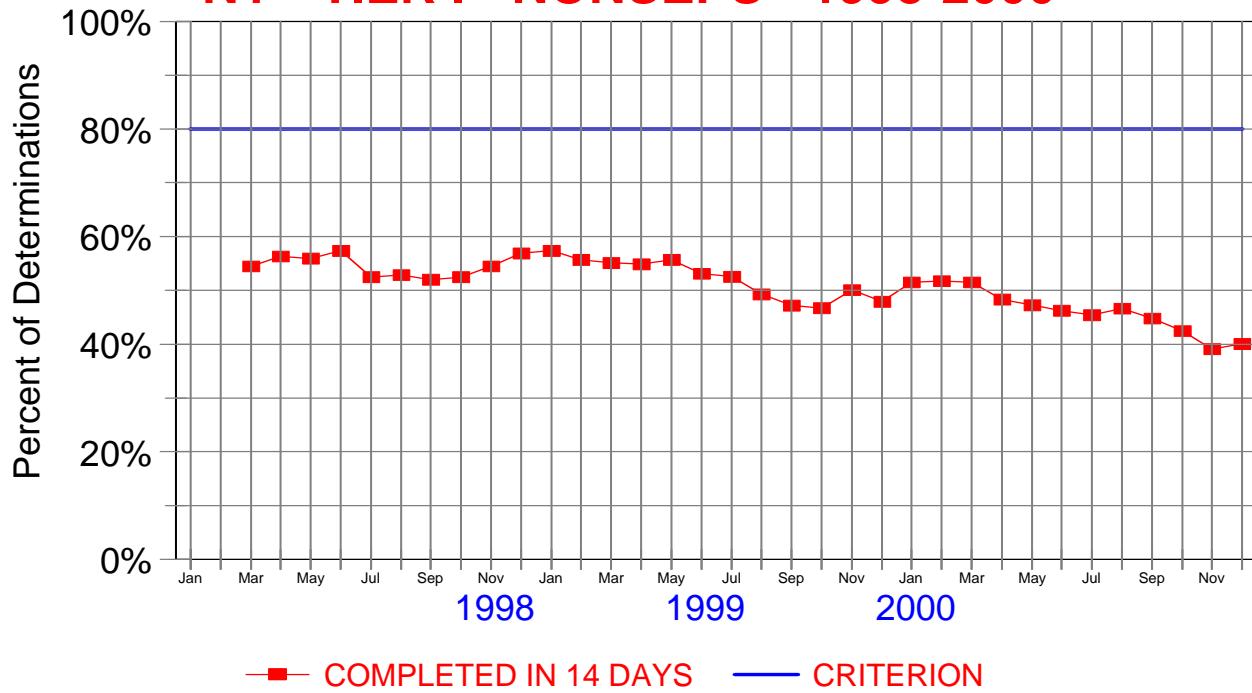
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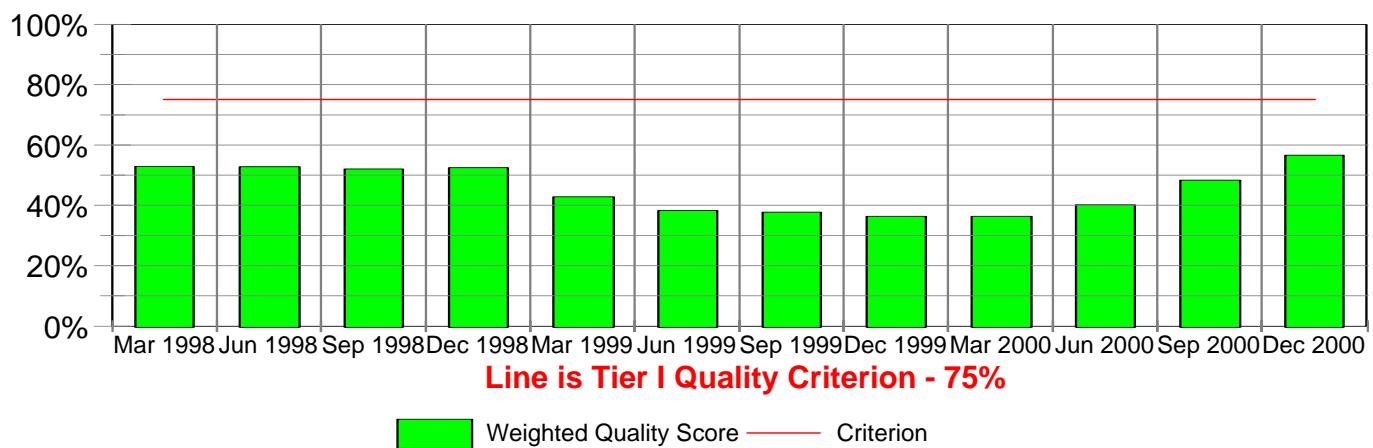
Nonmonetary Determinations Timeliness NY - TIER I - SEPARATIONS - 1998-2000



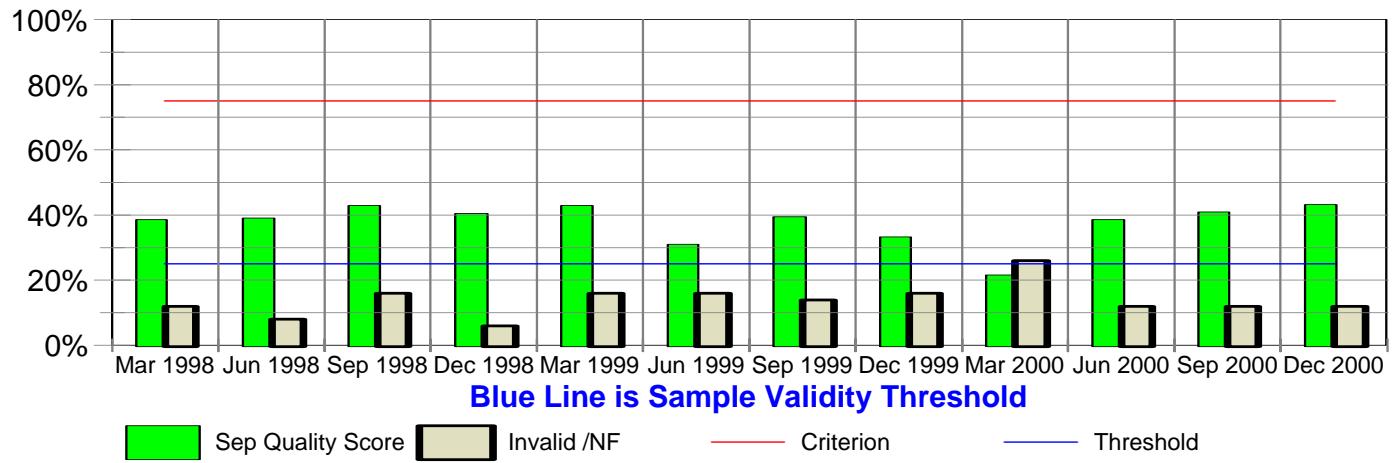
Nonmonetary Determinations Timeliness NY - TIER I - NONSEPS - 1998-2000



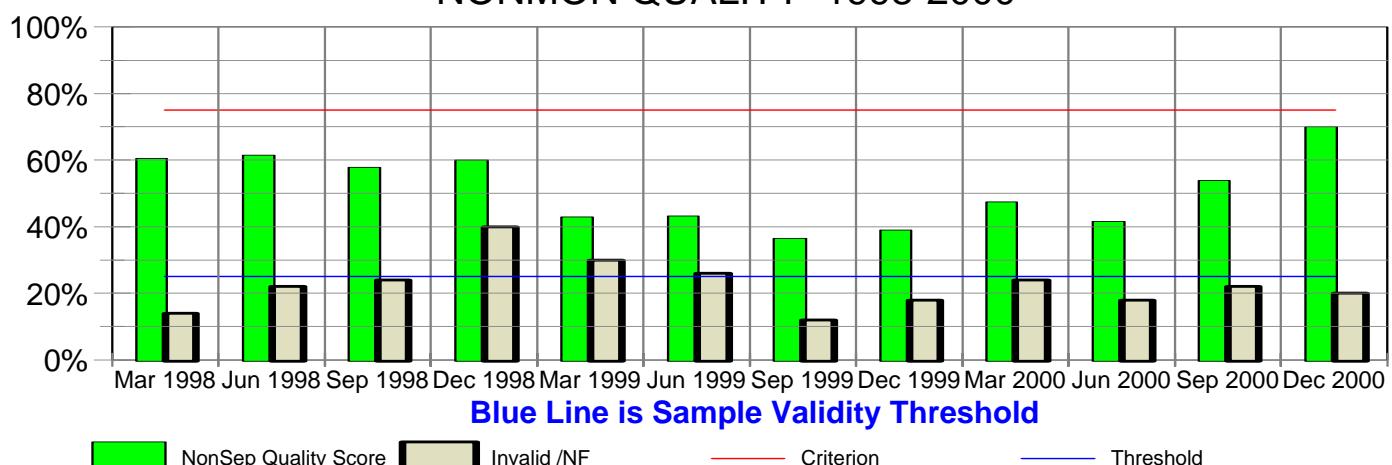
NEW YORK NONMON QUALITY 1998-2000

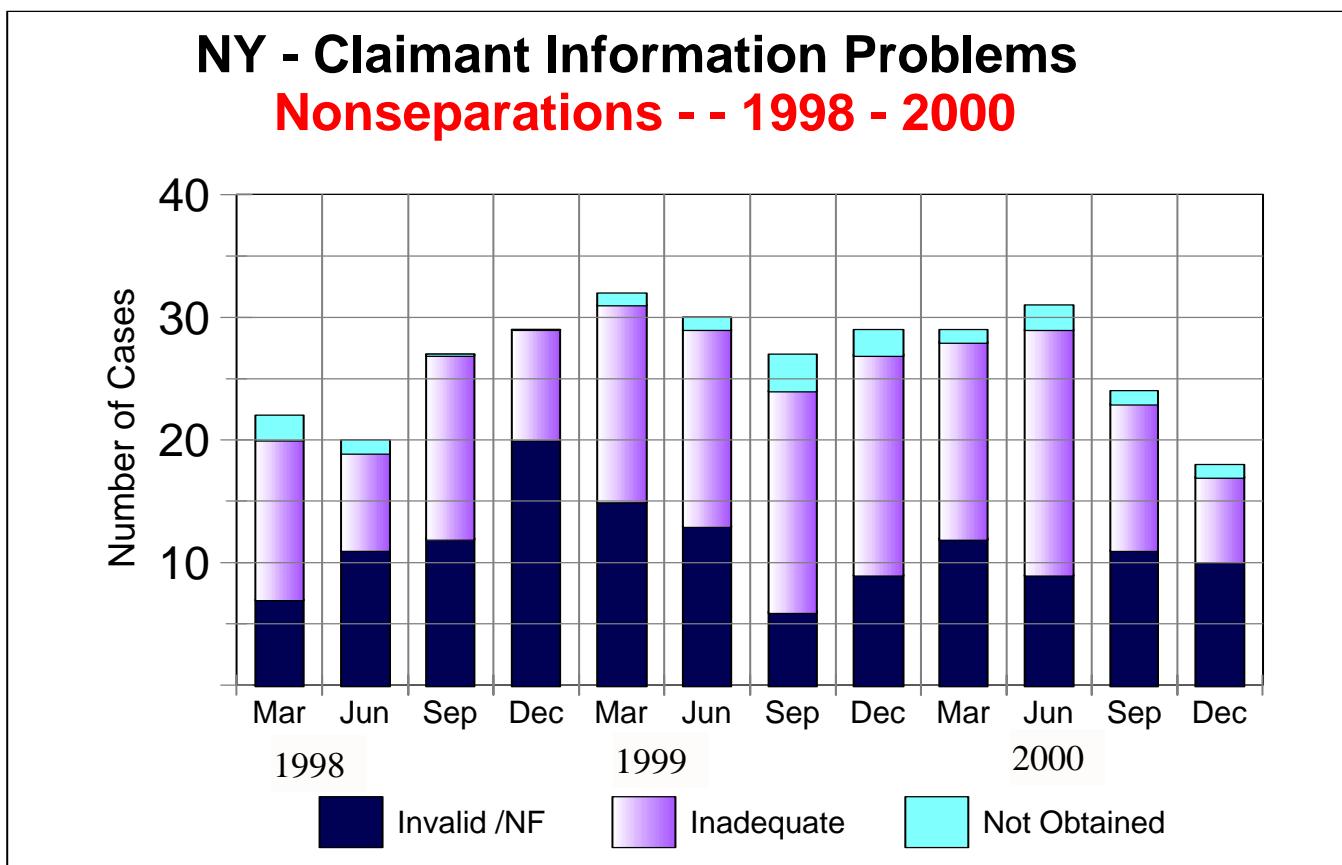
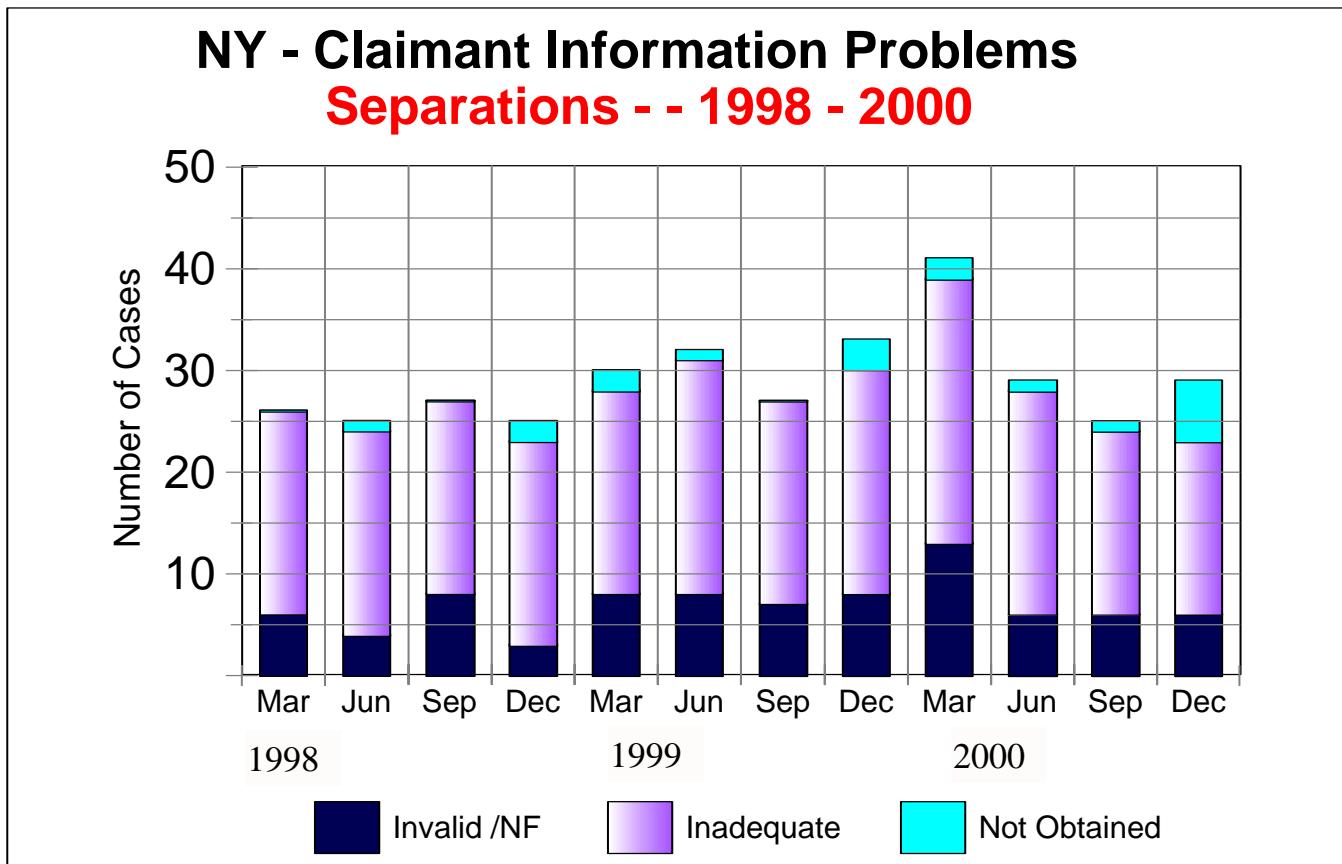


NEW YORK: SEPARATIONS NONMON QUALITY 1998-2000

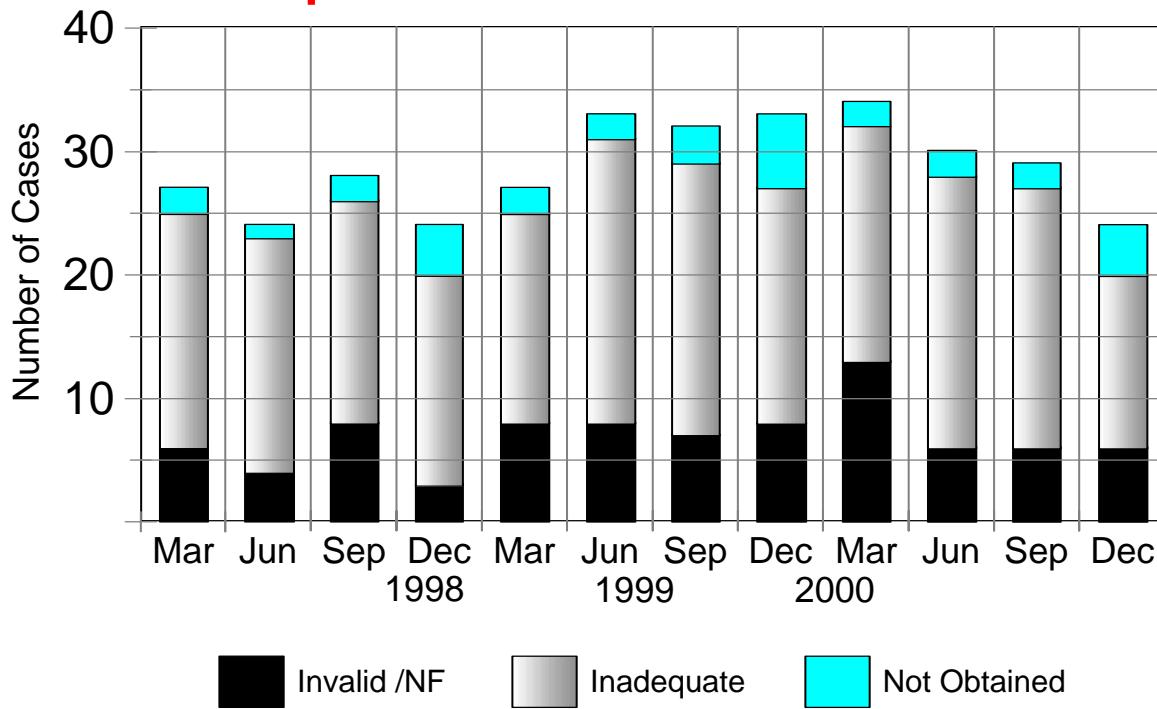


NEW YORK: NONSEPARATIONS NONMON QUALITY 1998-2000

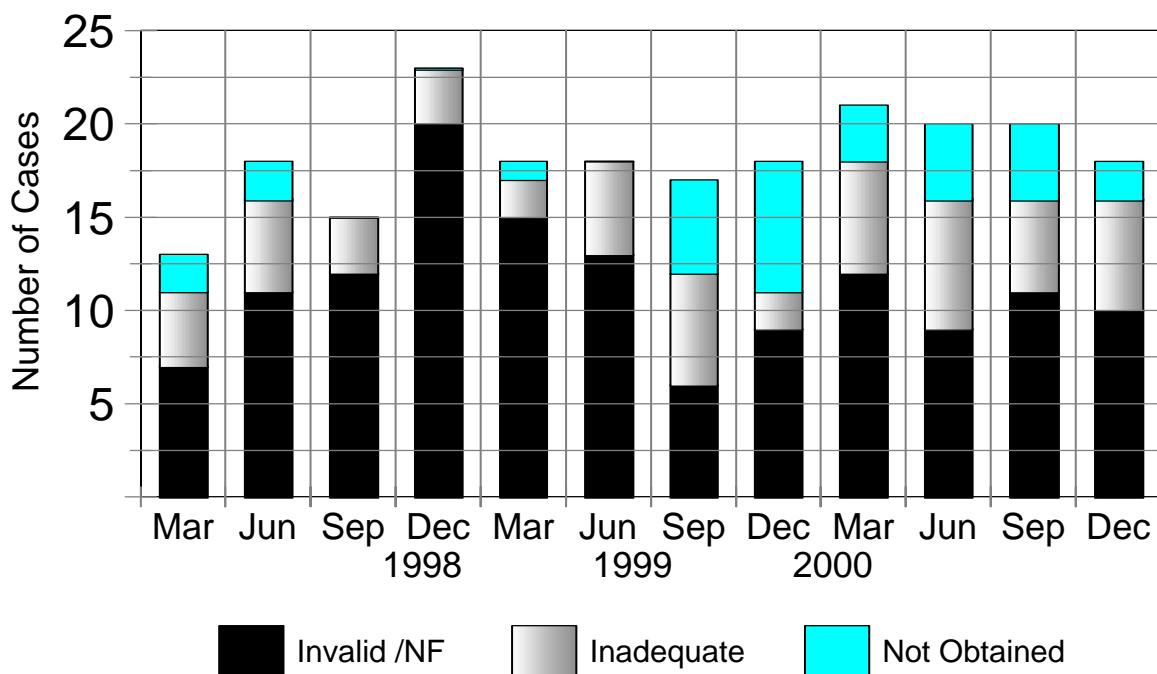




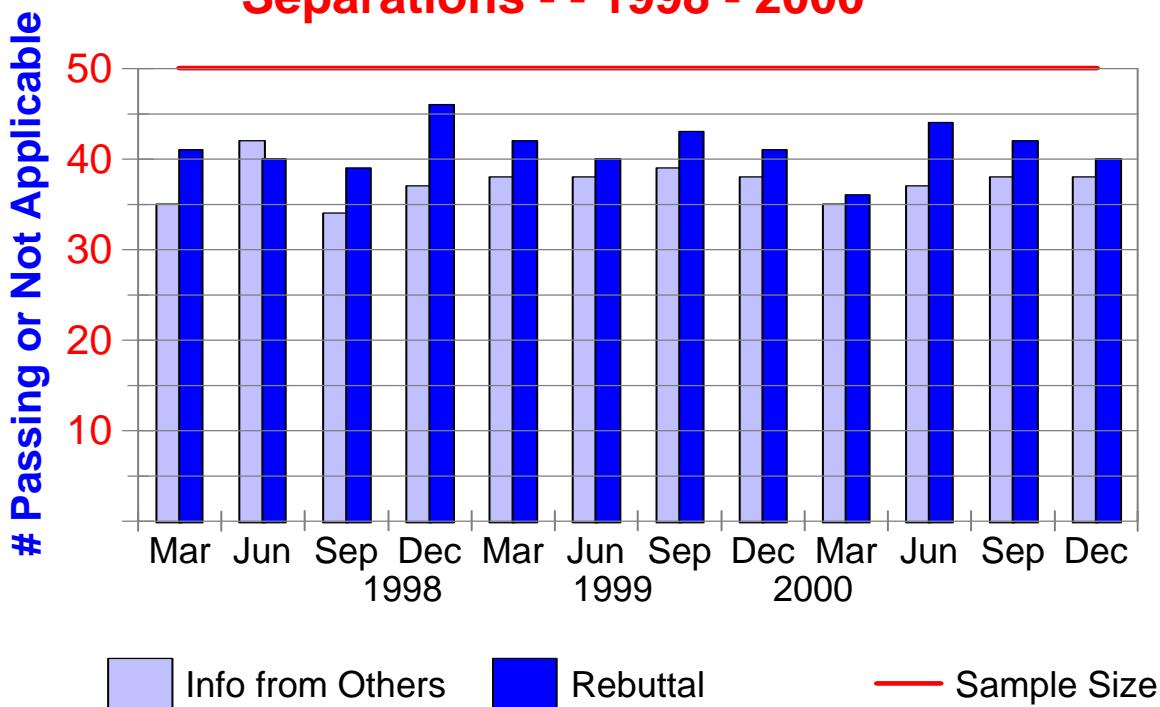
NY - Employer Information Problems Separations - 1998 - 2000



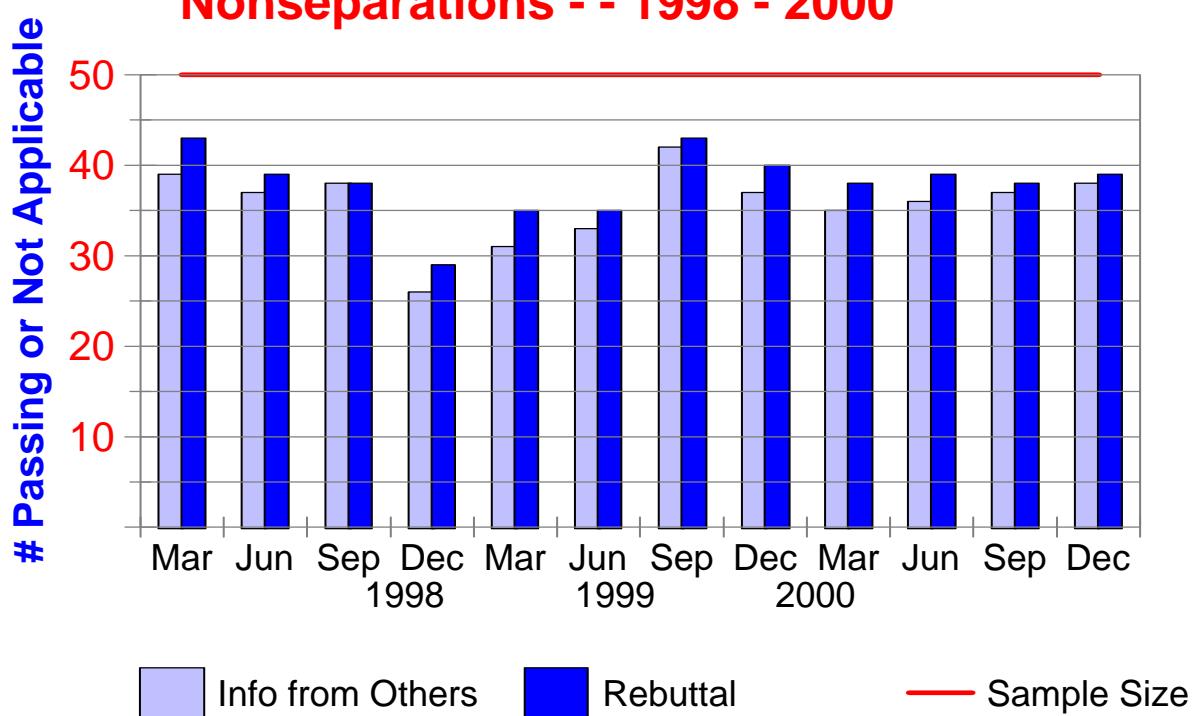
NY - Employer Information Problems Nonseparations - 1998 - 2000



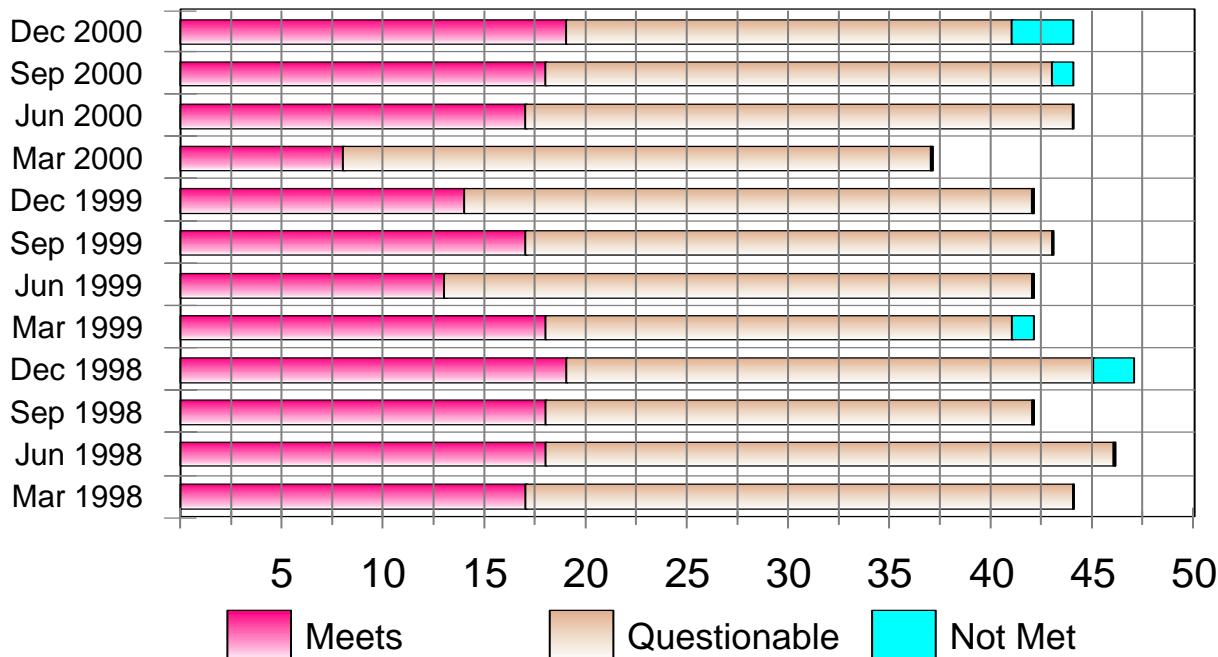
NY- Information from Others & Rebuttal Separations - - 1998 - 2000



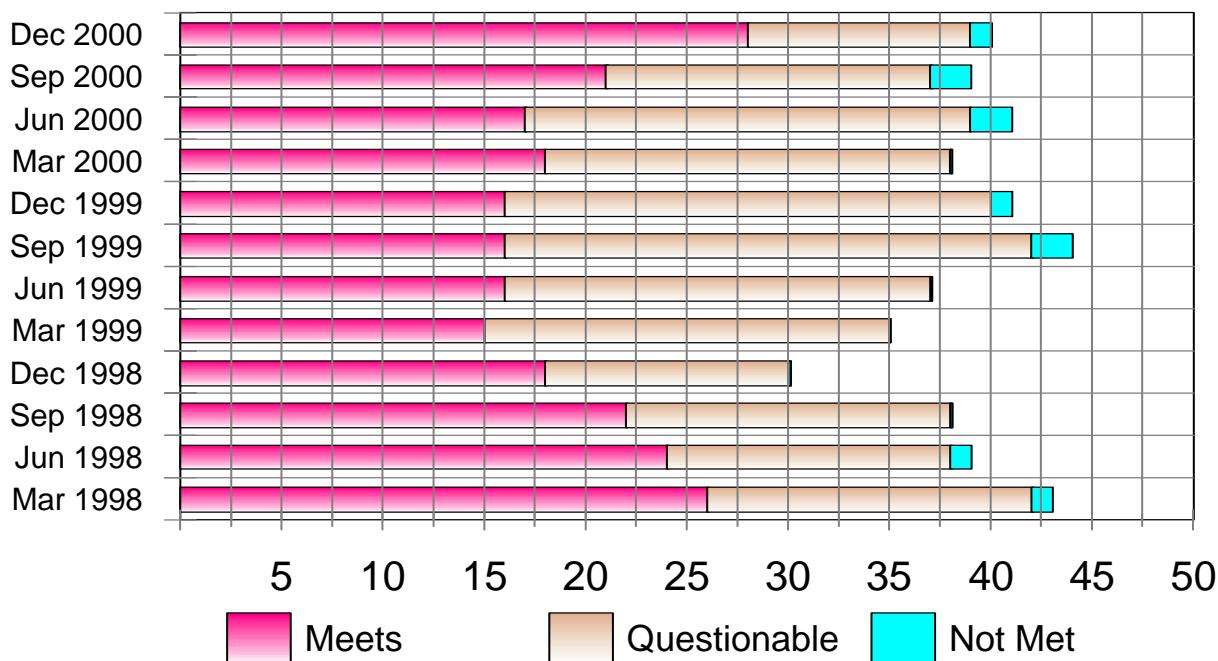
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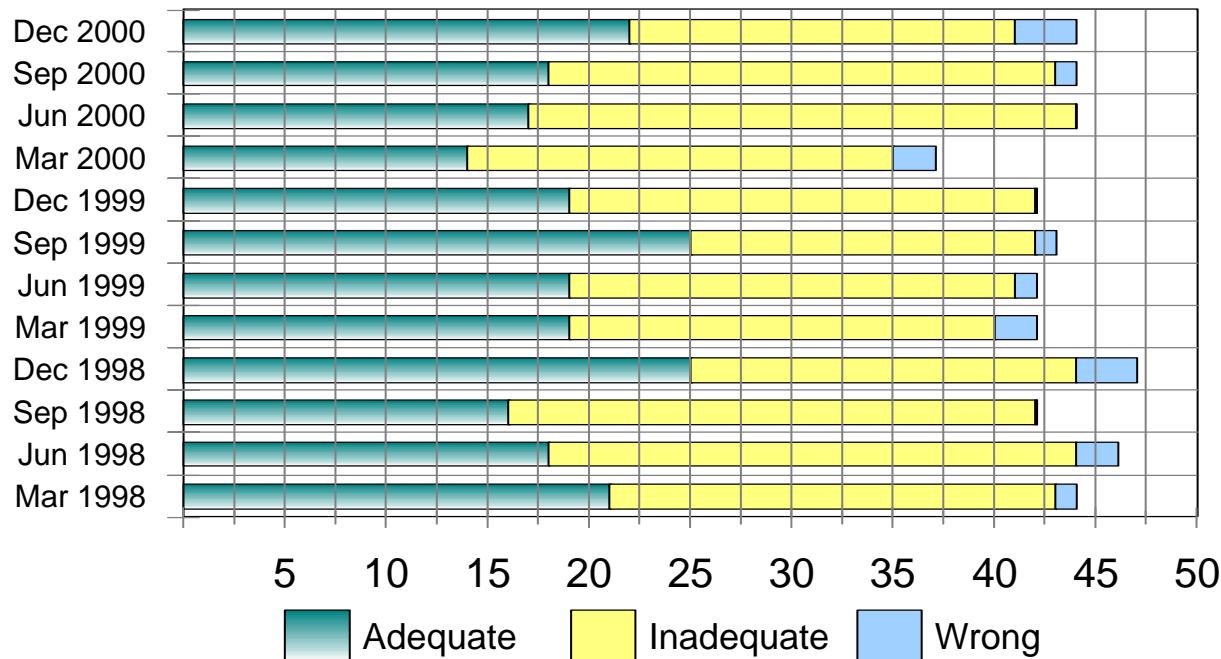
NY - Meets Law & Policy - Results Separations - - 1998 - 2000



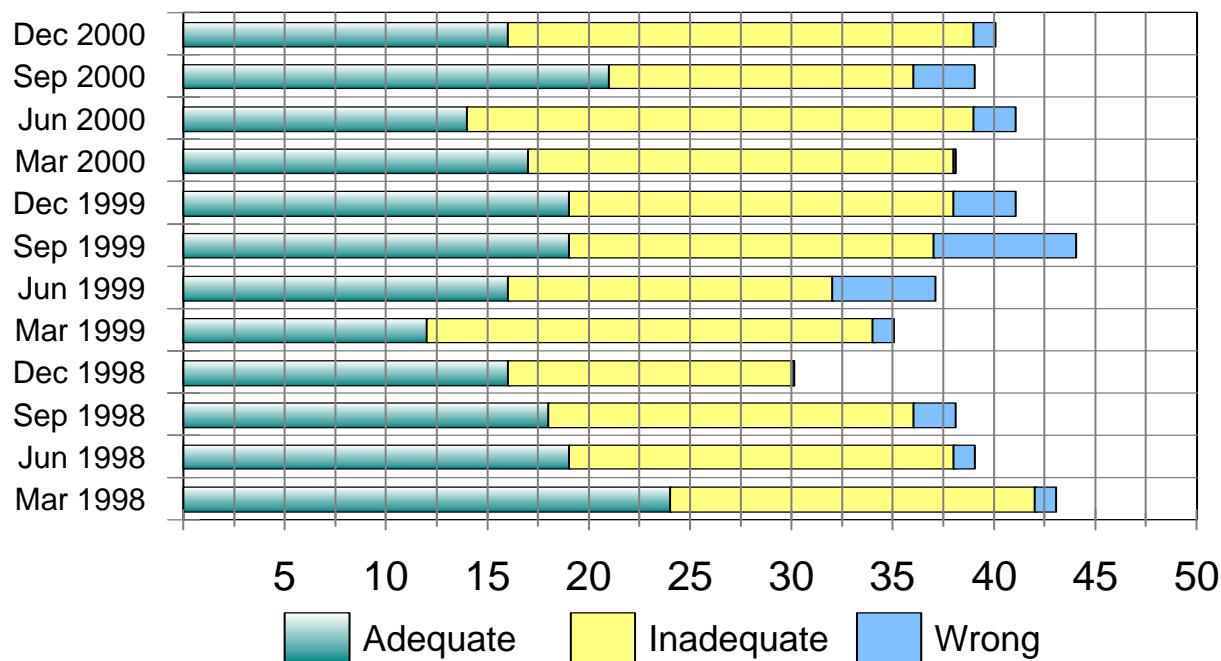
NY - Meets Law & Policy - Results Nonseparations - - 1998 - 2000



NY - Written Determination - Results Separations - - 1998 - 2000

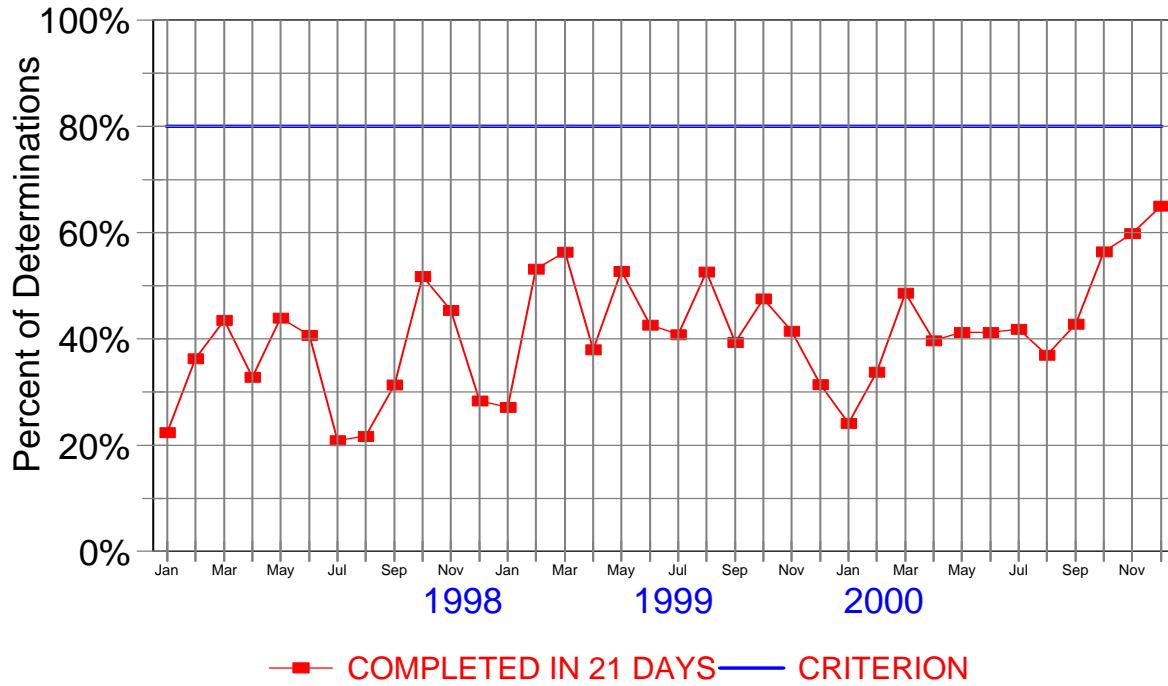


NY - Written Determination - Results Nonseparations - - 1998 - 2000

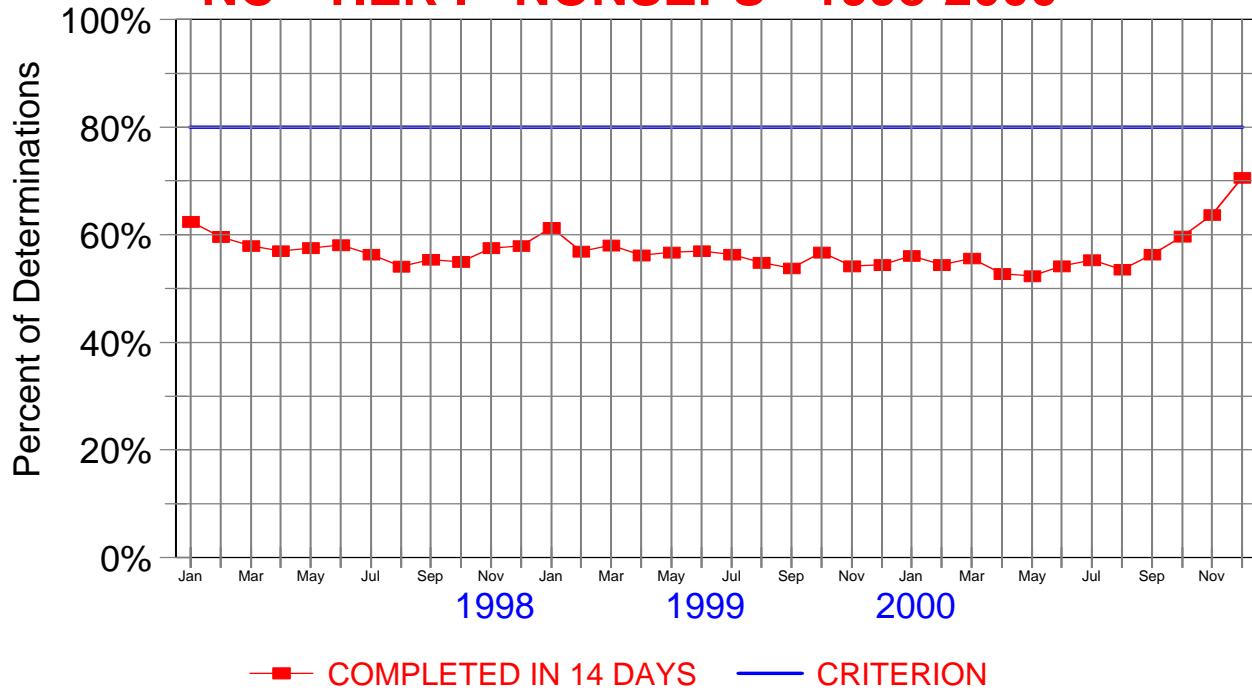


NORTH CAROLINA

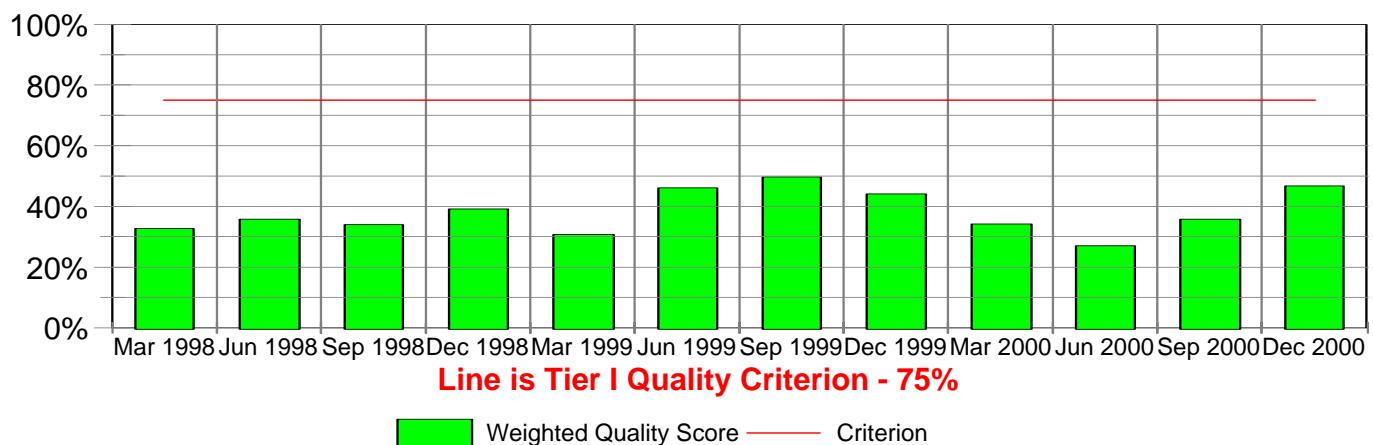
Nonmonetary Determinations Timeliness NC - TIER I - SEPARATIONS - 1998-2000



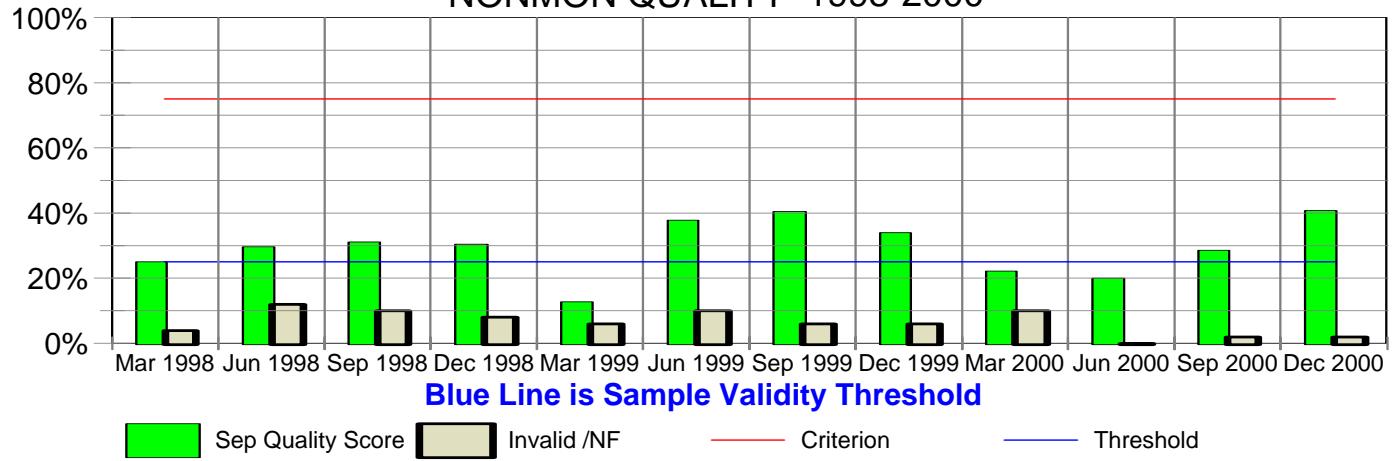
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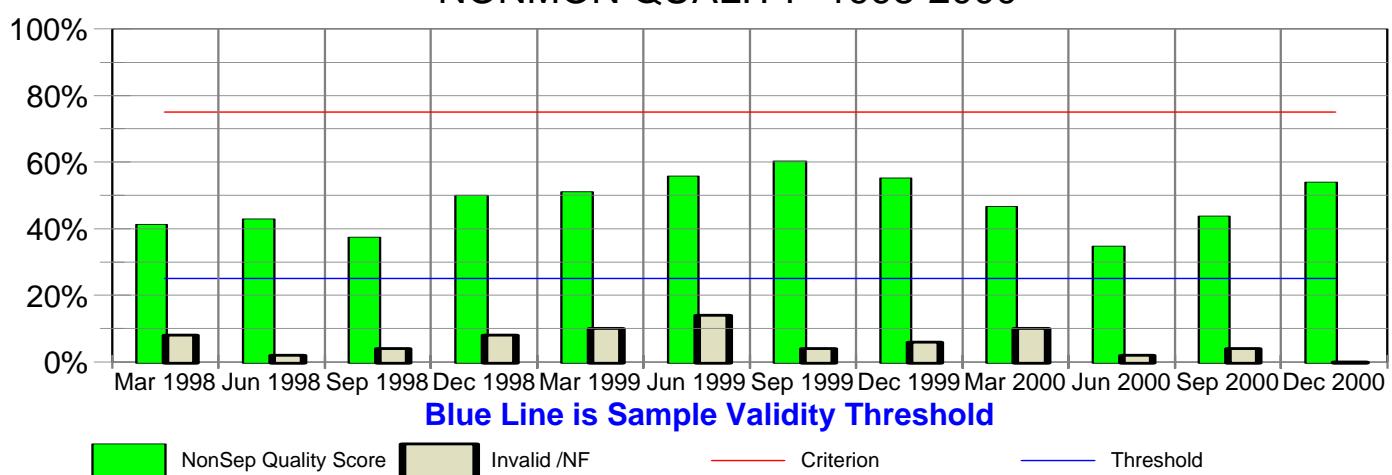
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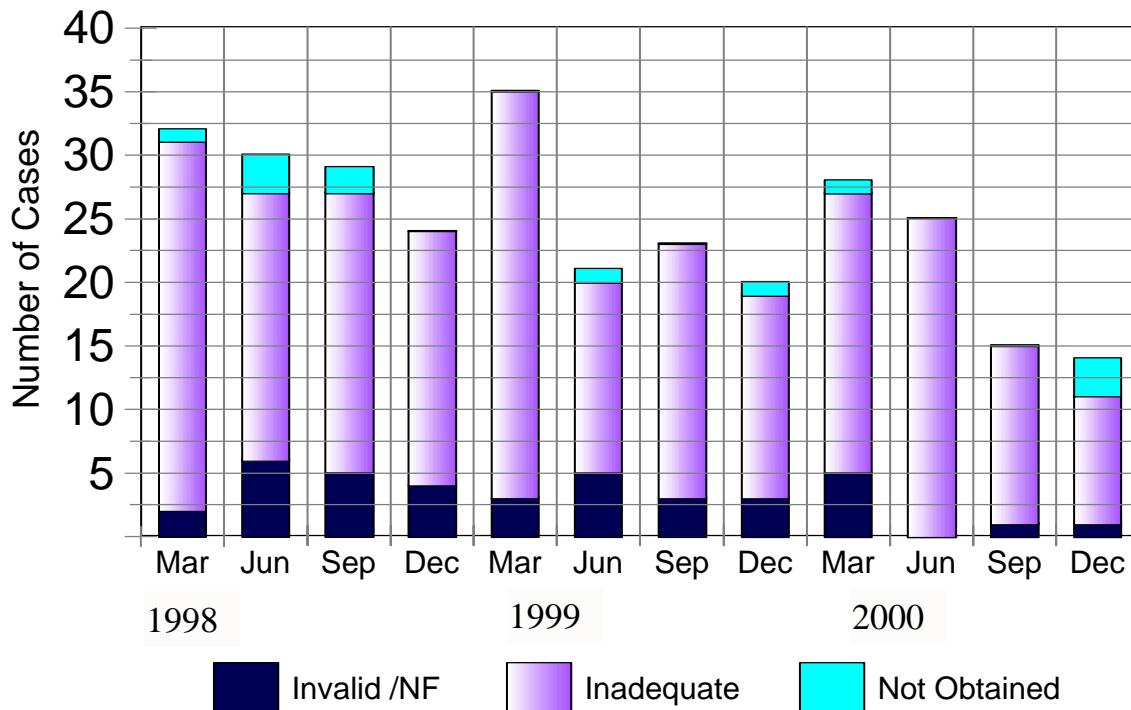
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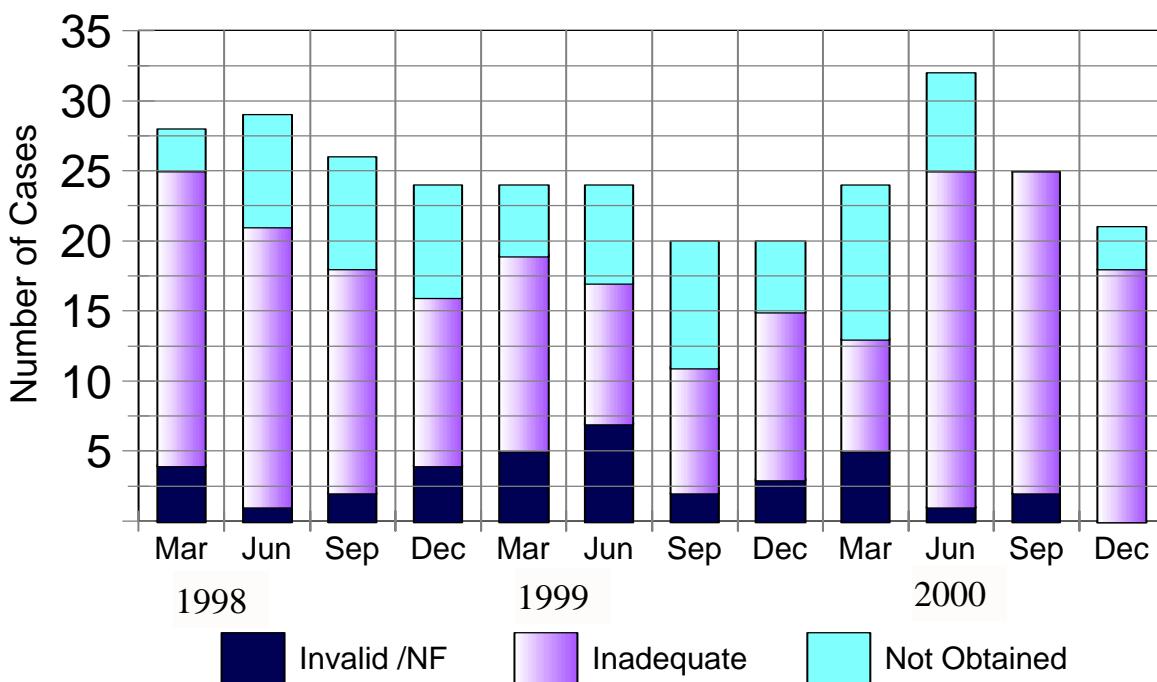
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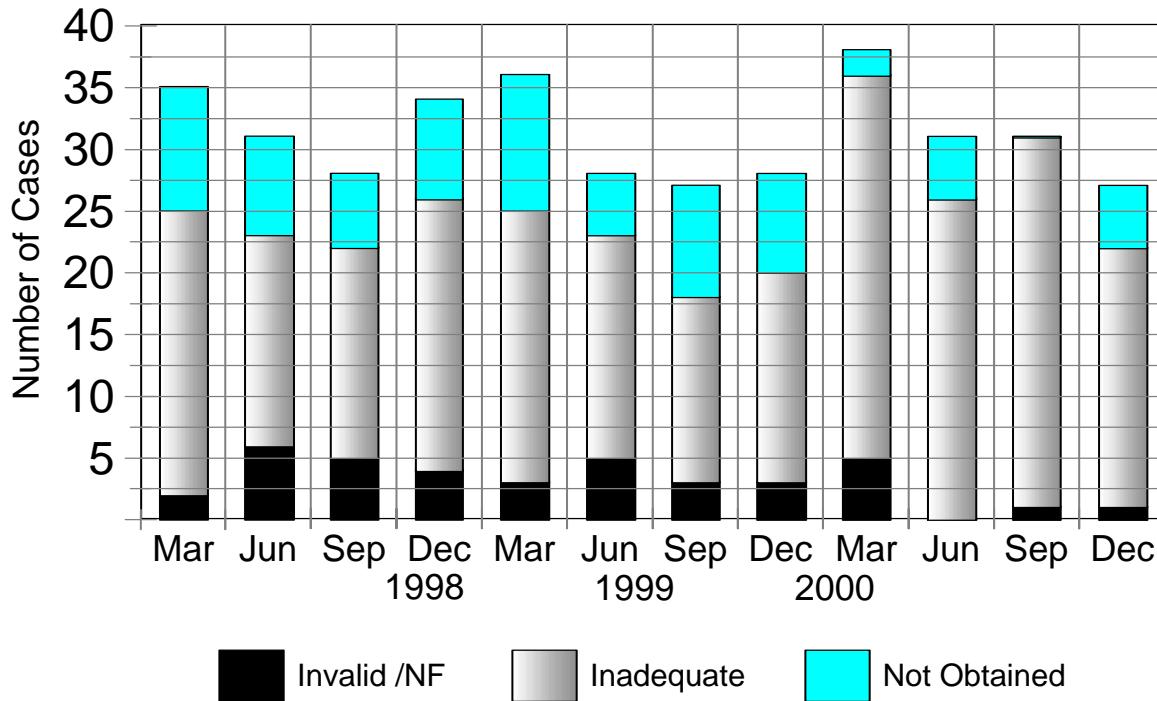
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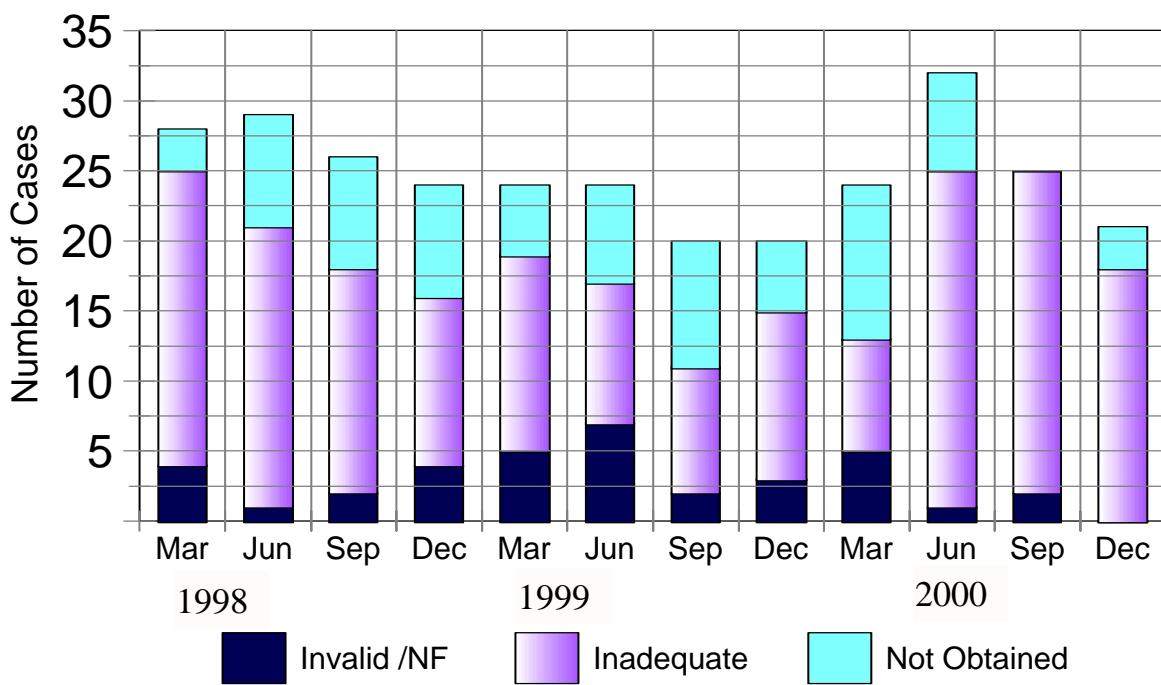
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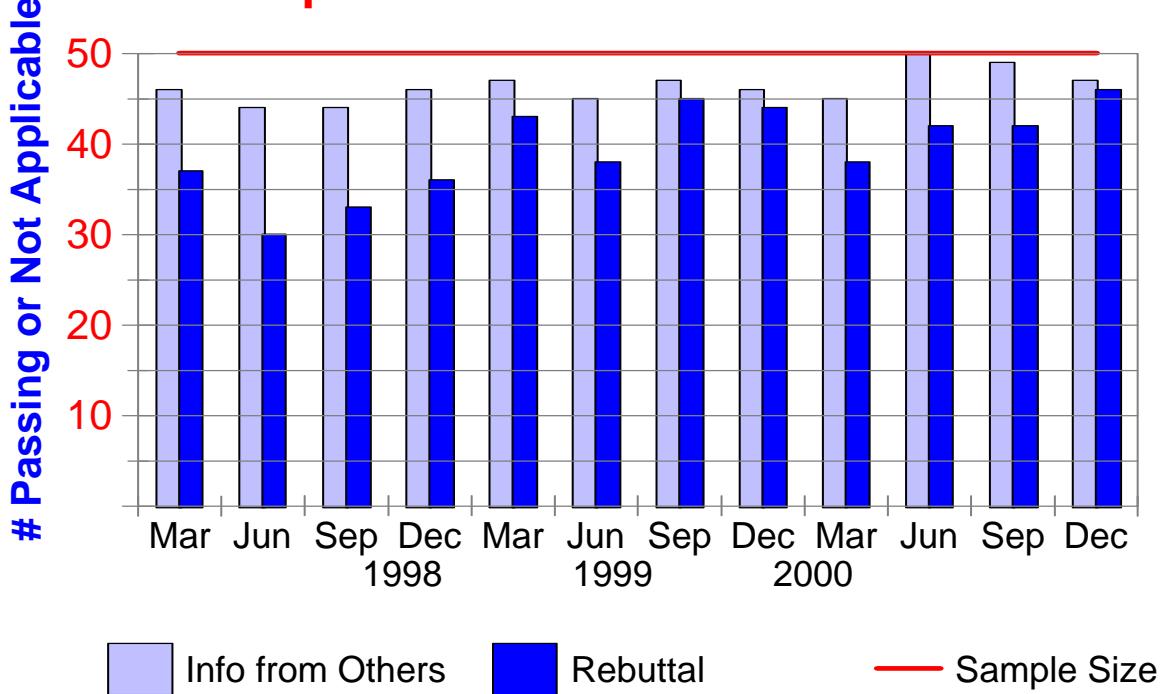
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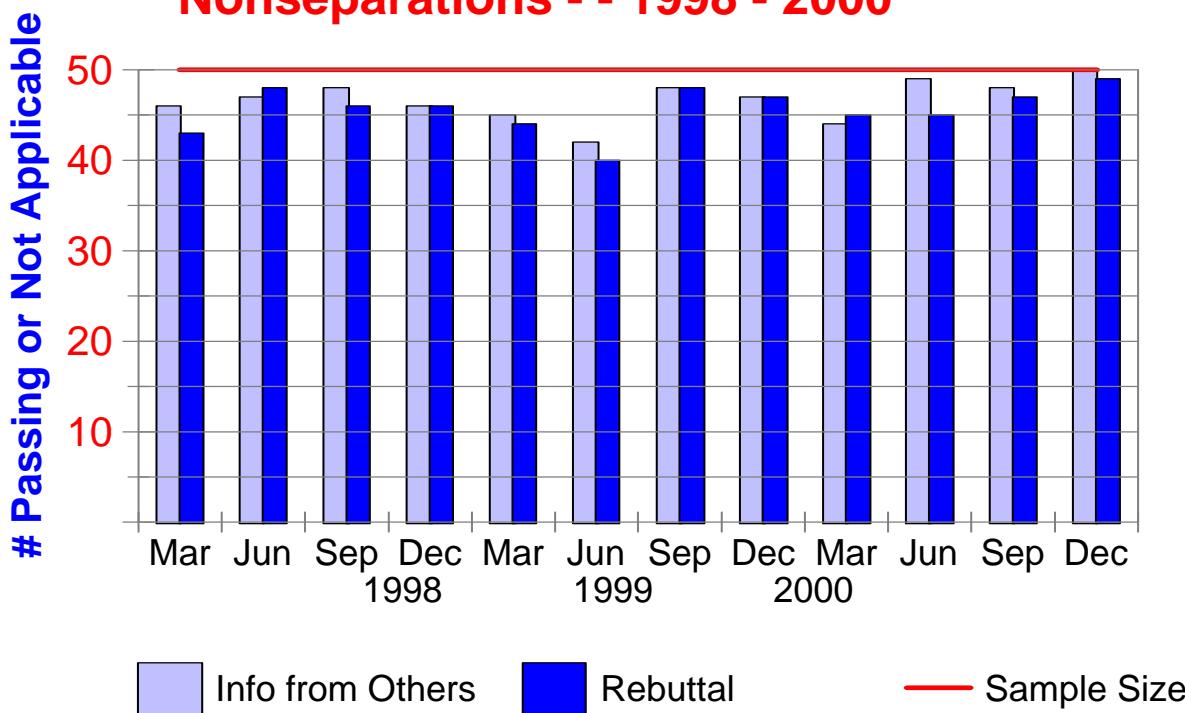
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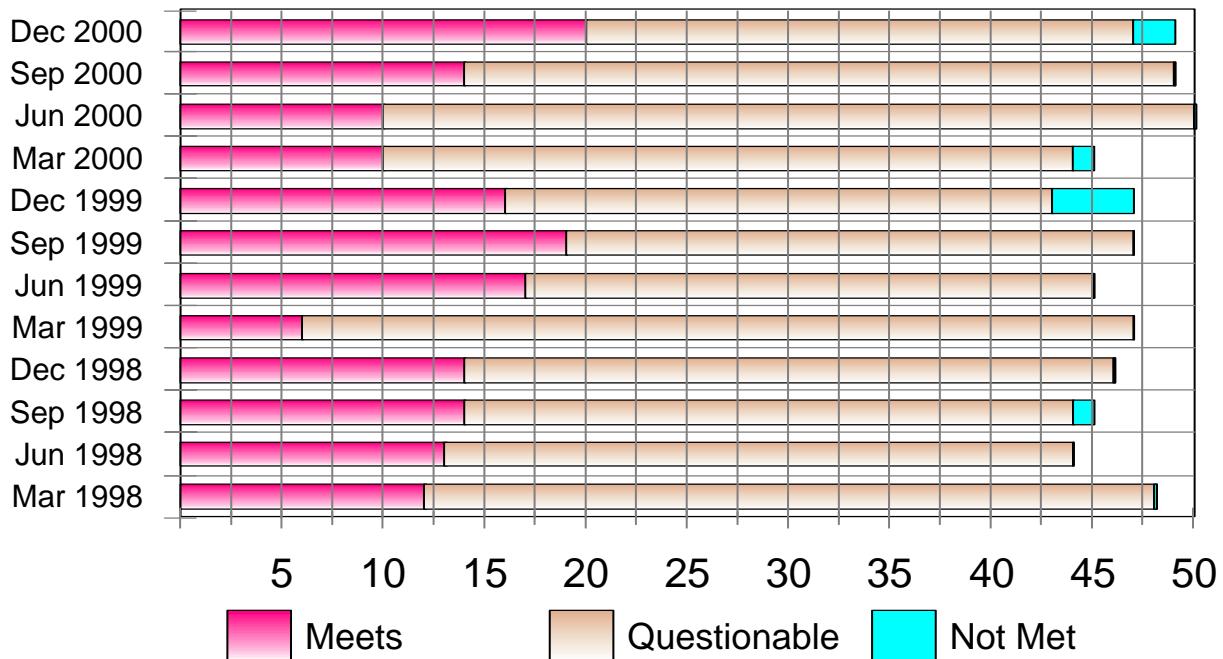
NC- Information from Others & Rebuttal Separations - - 1998 - 2000



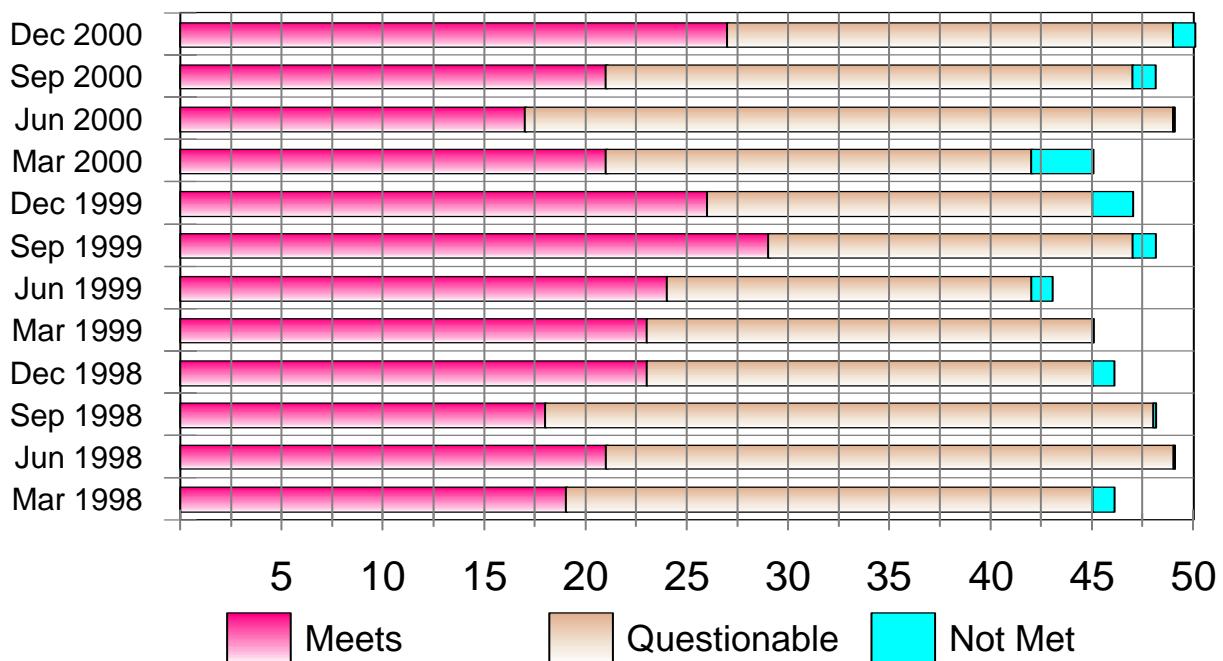
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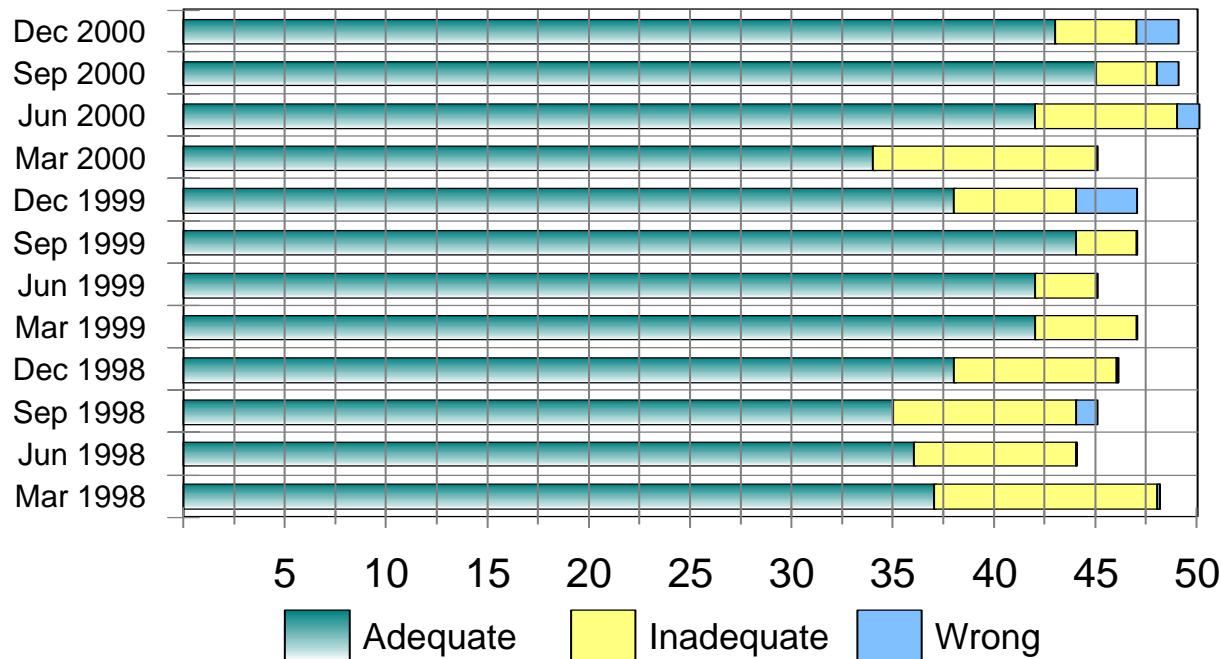
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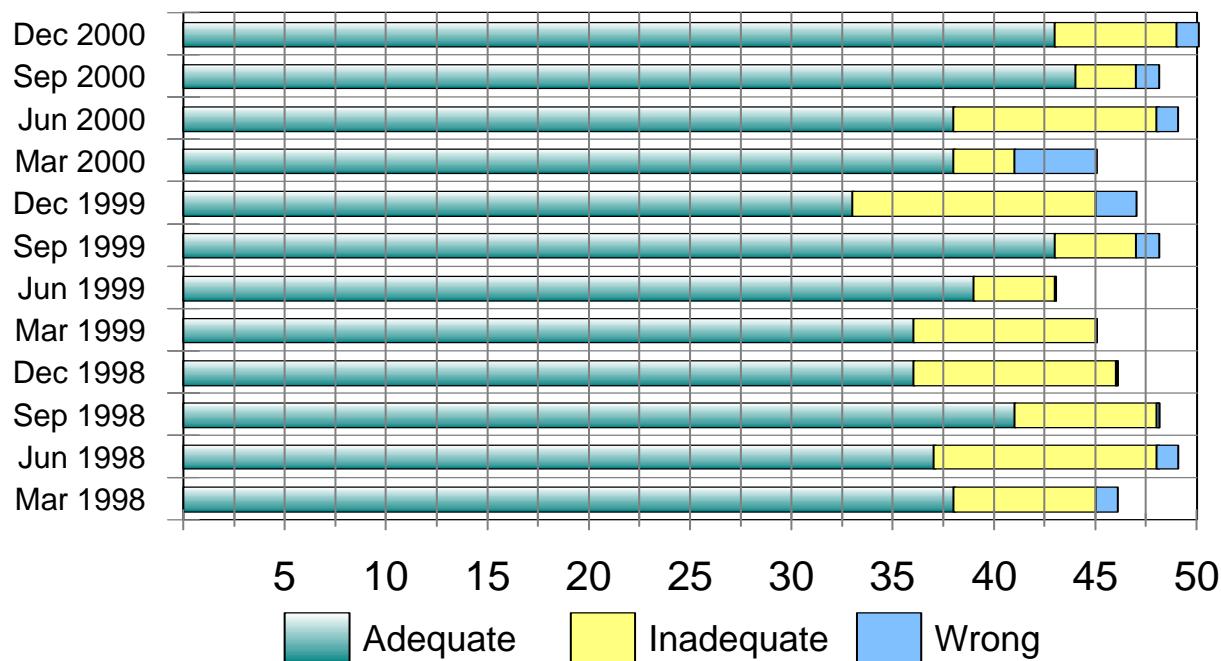
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NC - Written Determination - Results Separations - - 1998 - 2000

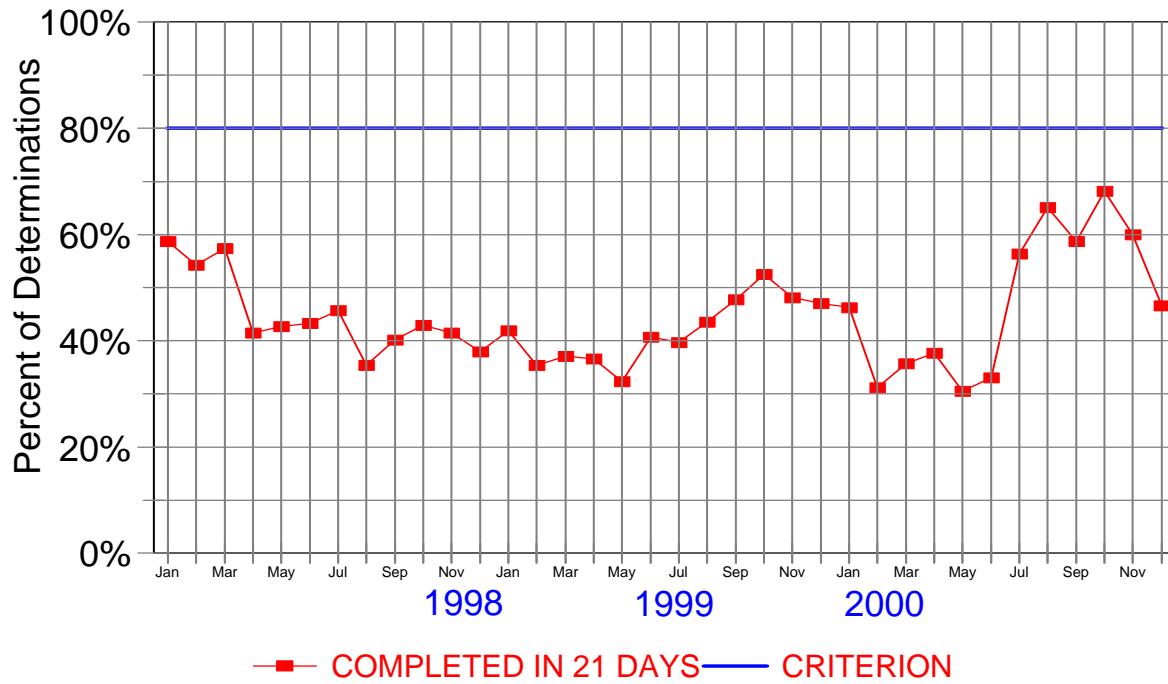


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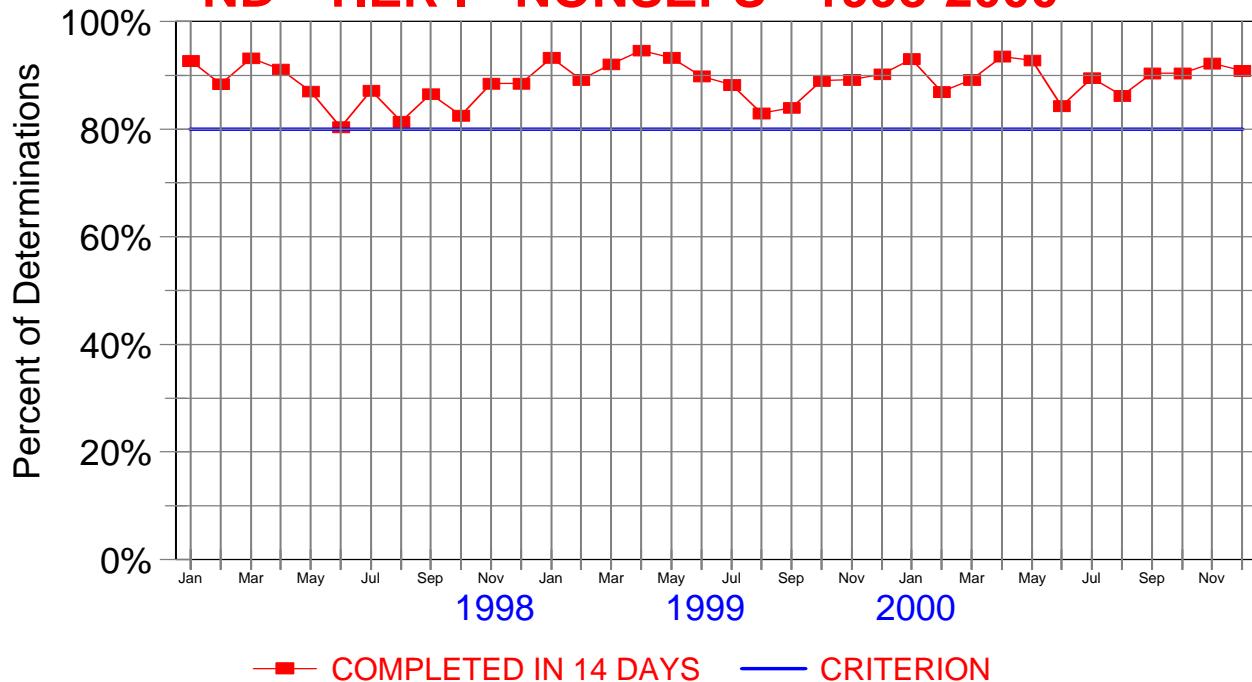


NORTH DAKOTA

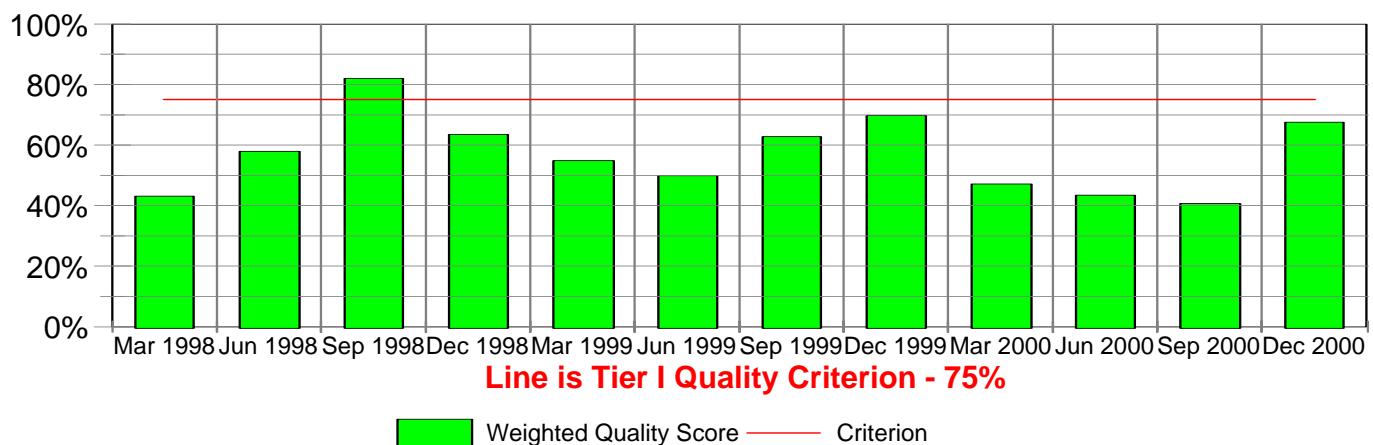
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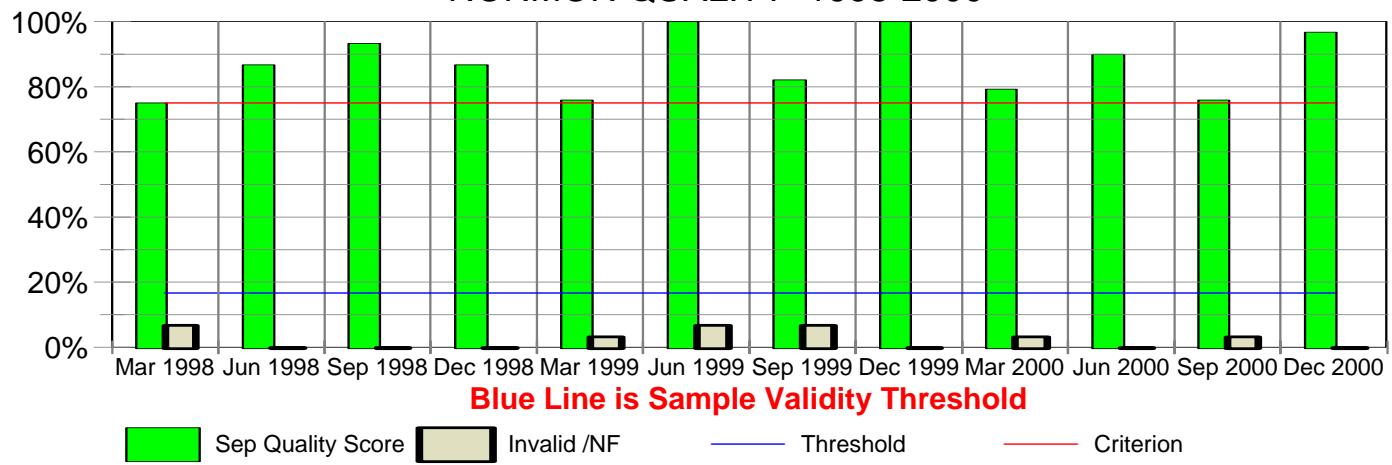
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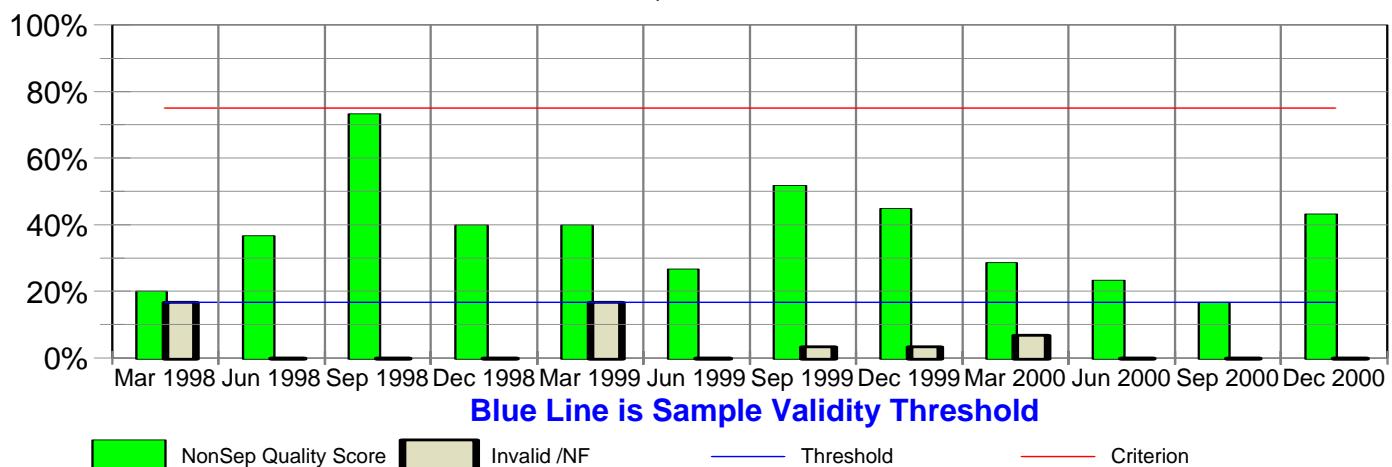
NORTH DAKOTA NONMON QUALITY 1998-2000



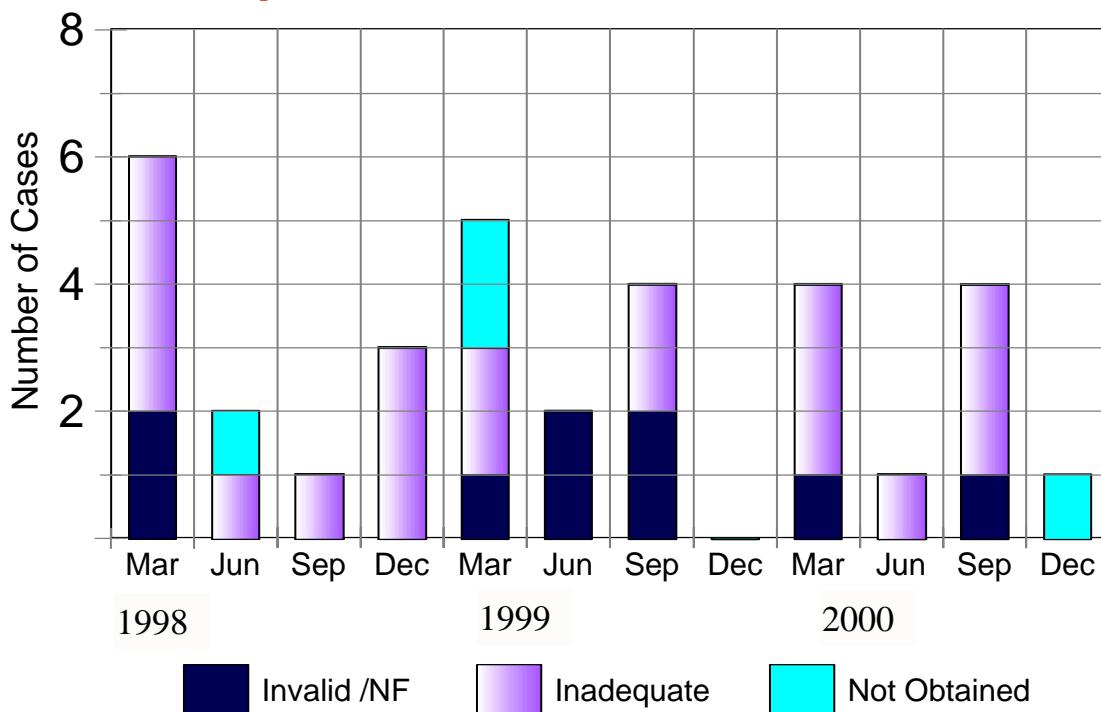
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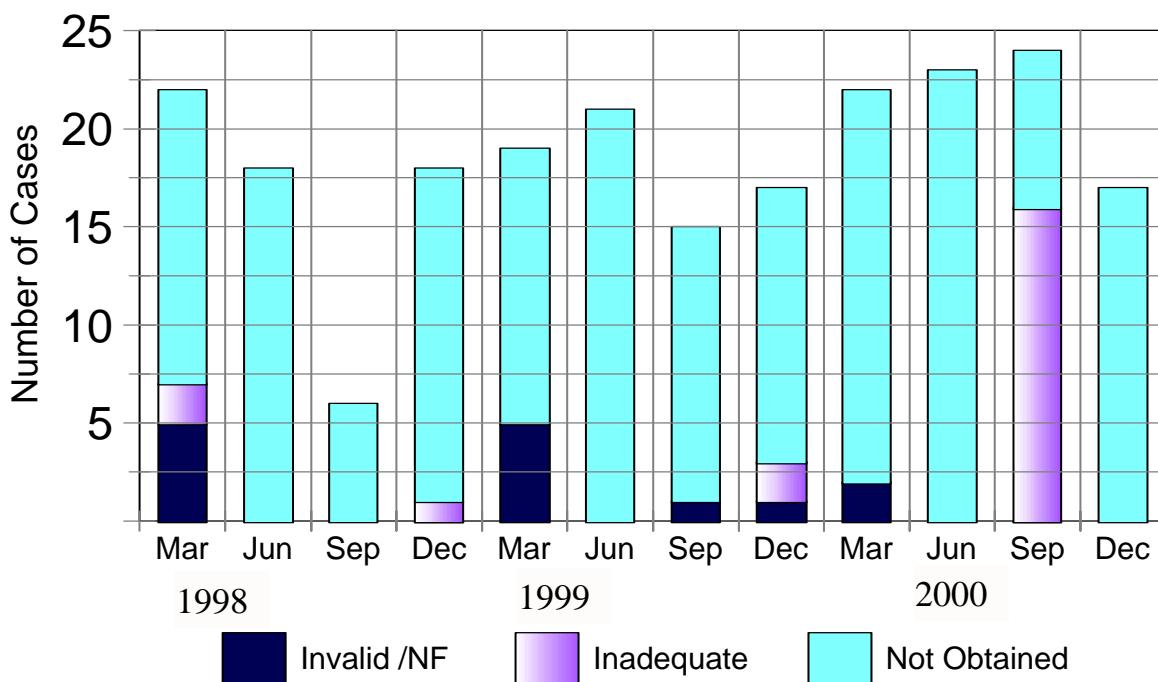
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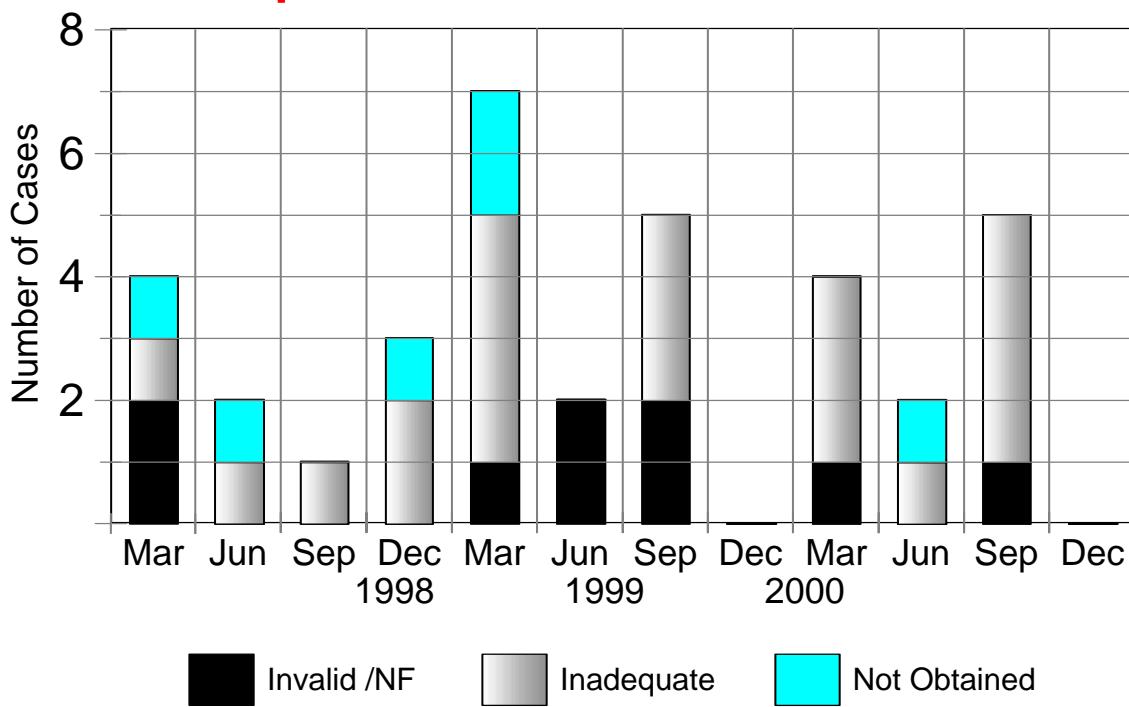
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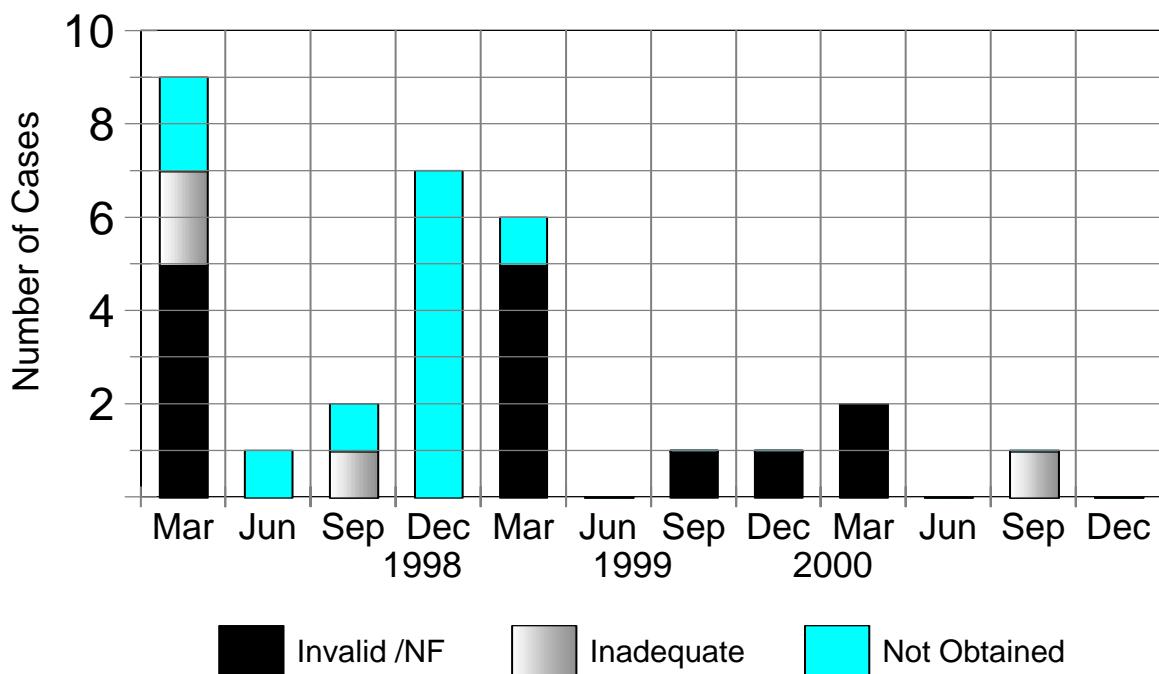
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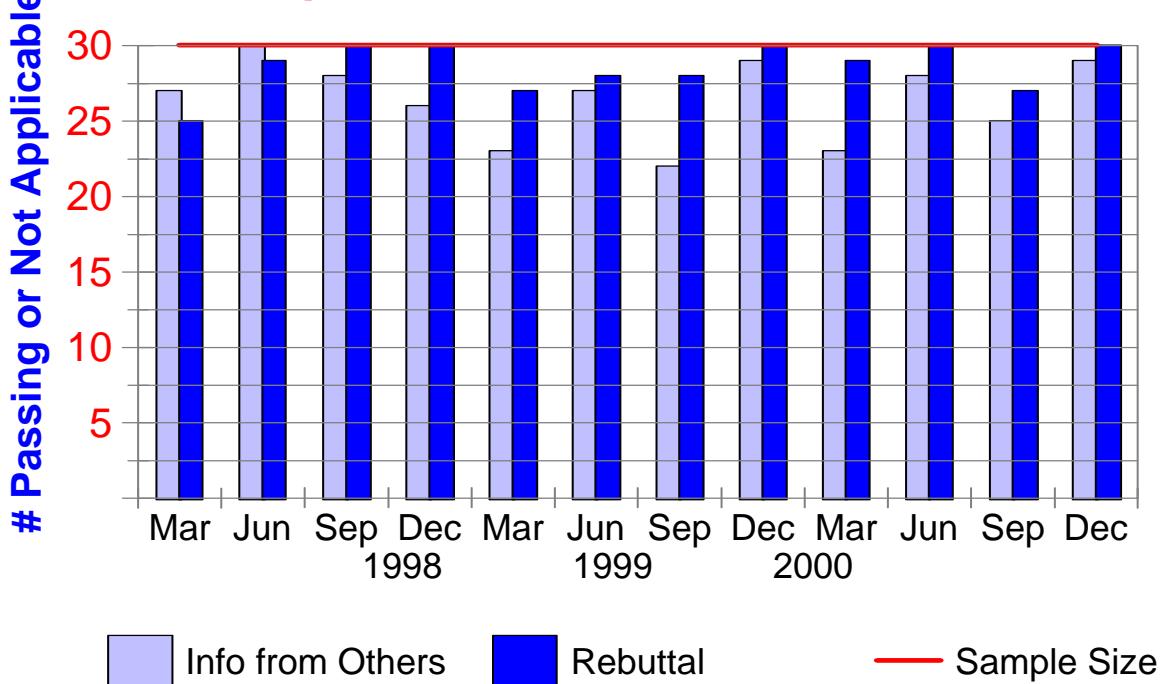
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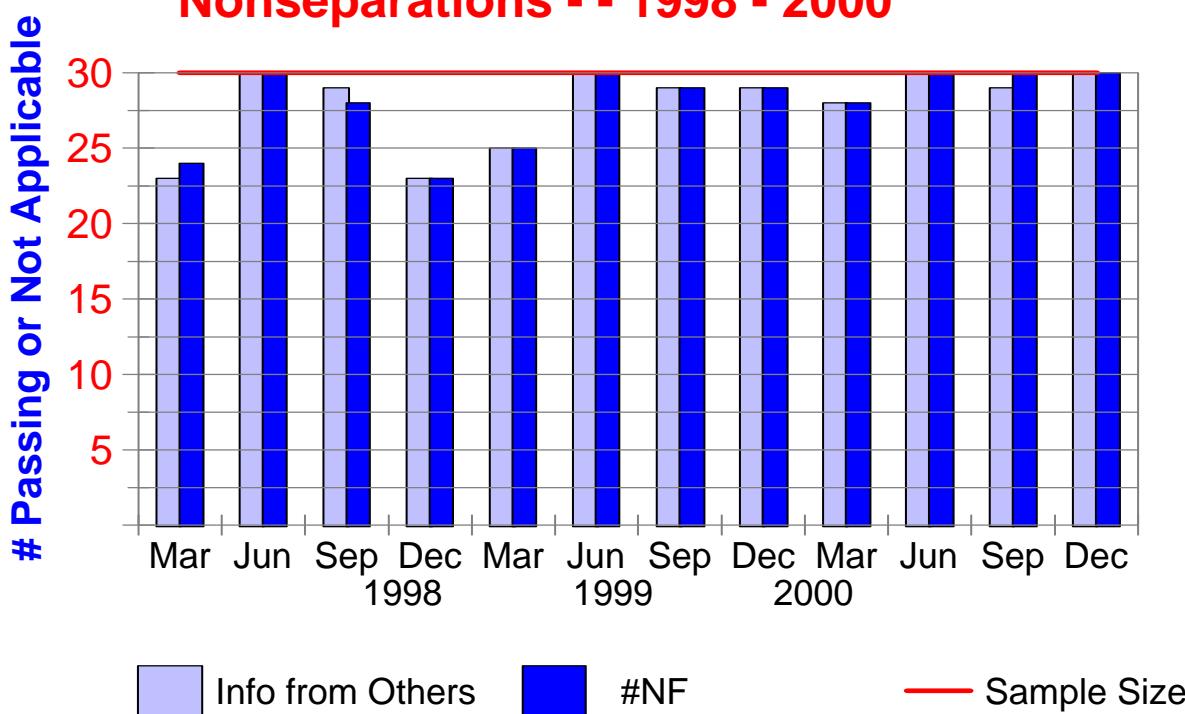
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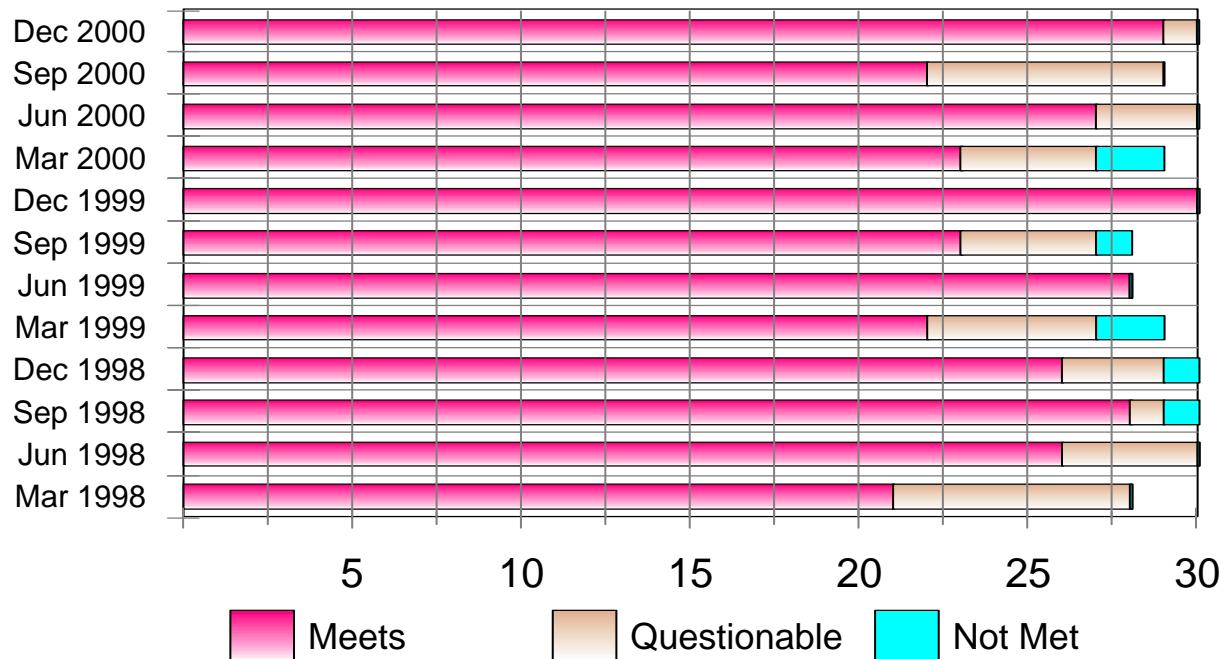
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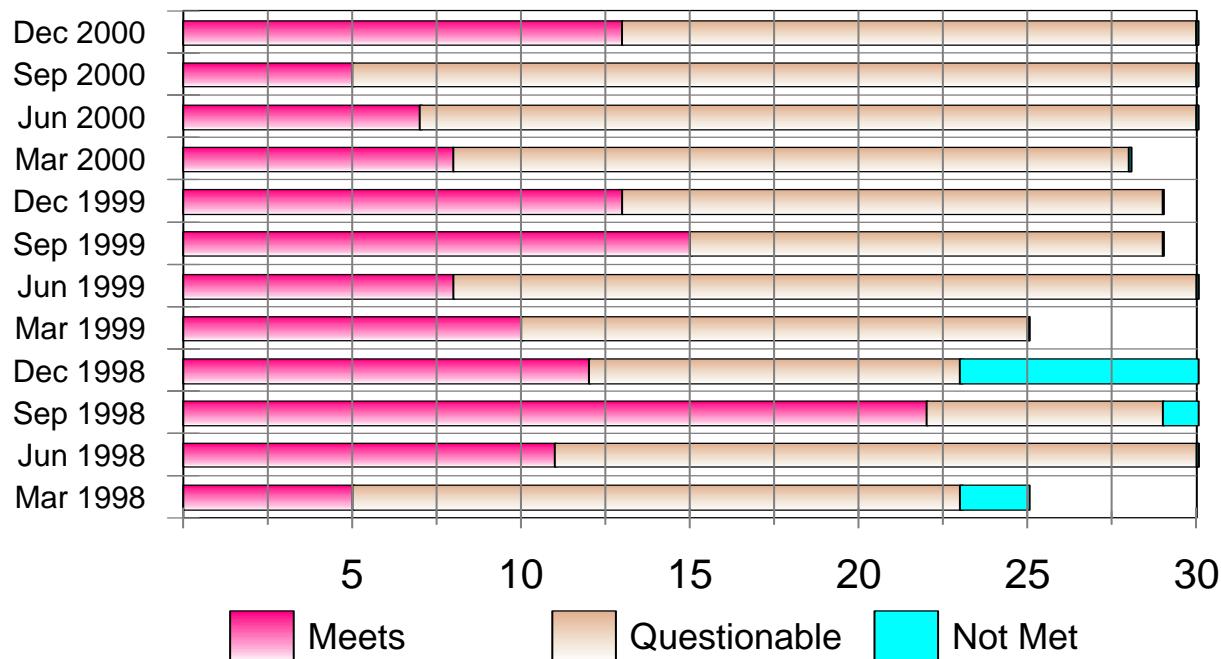
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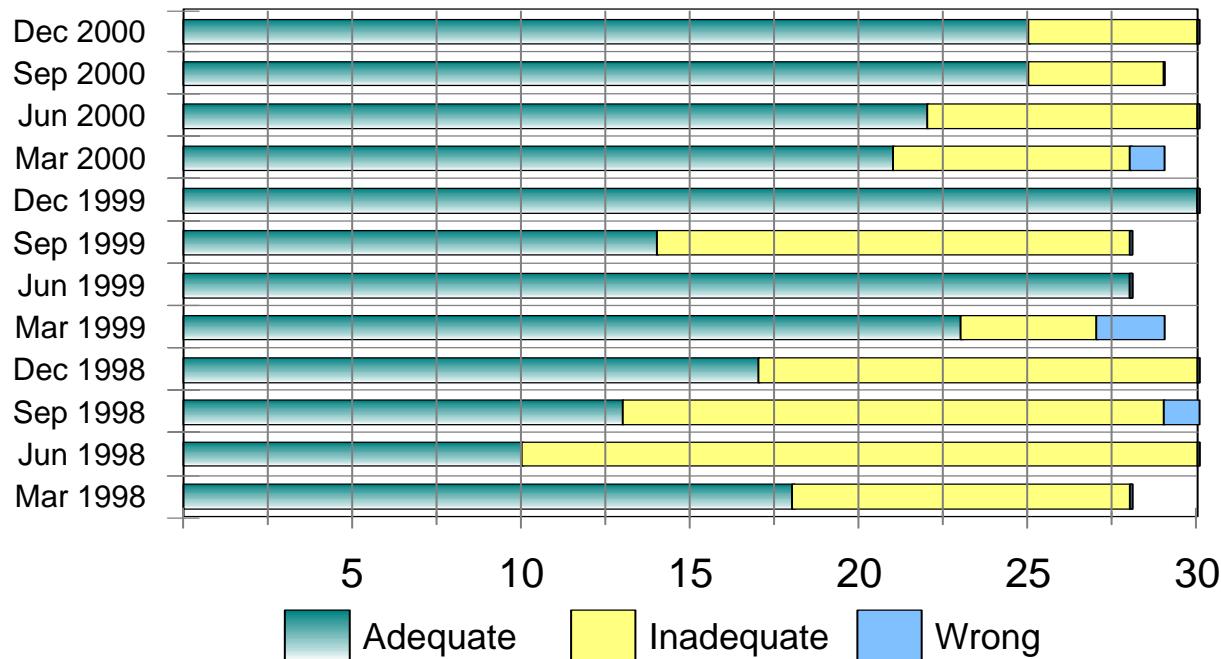
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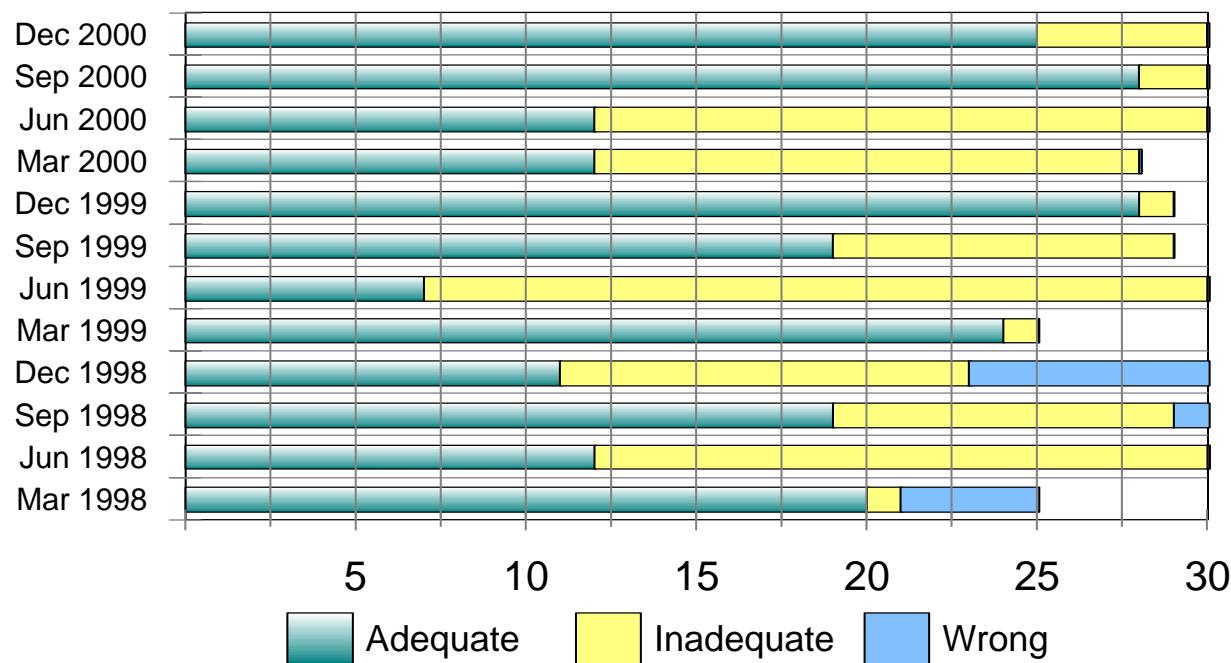
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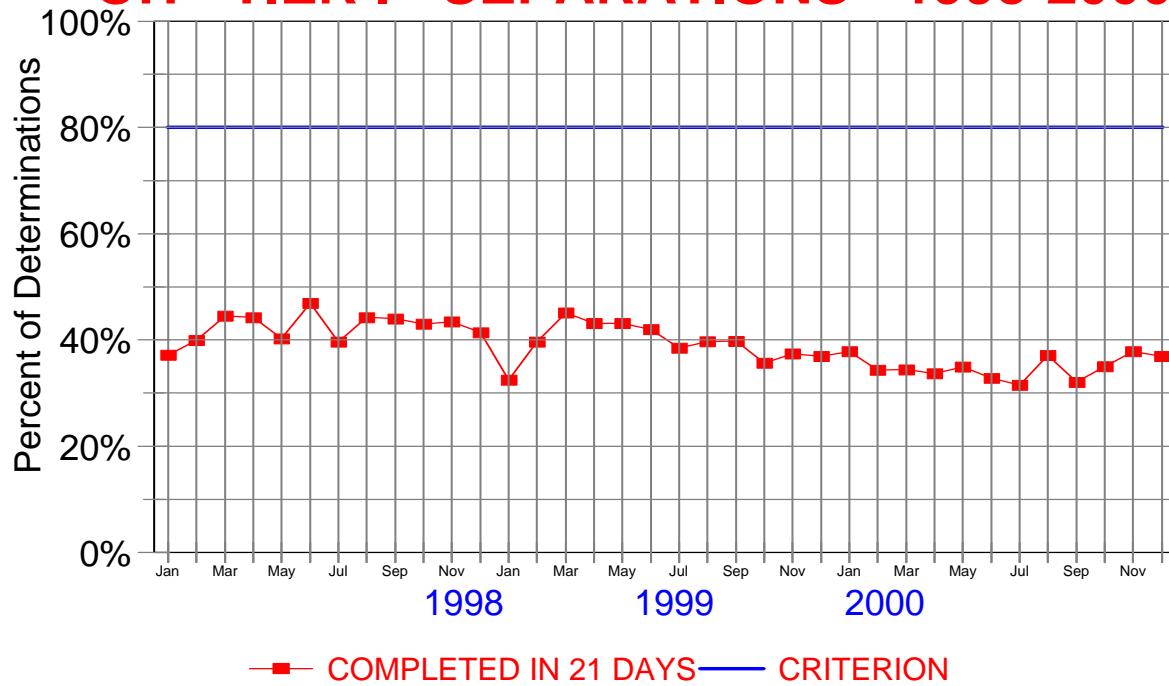
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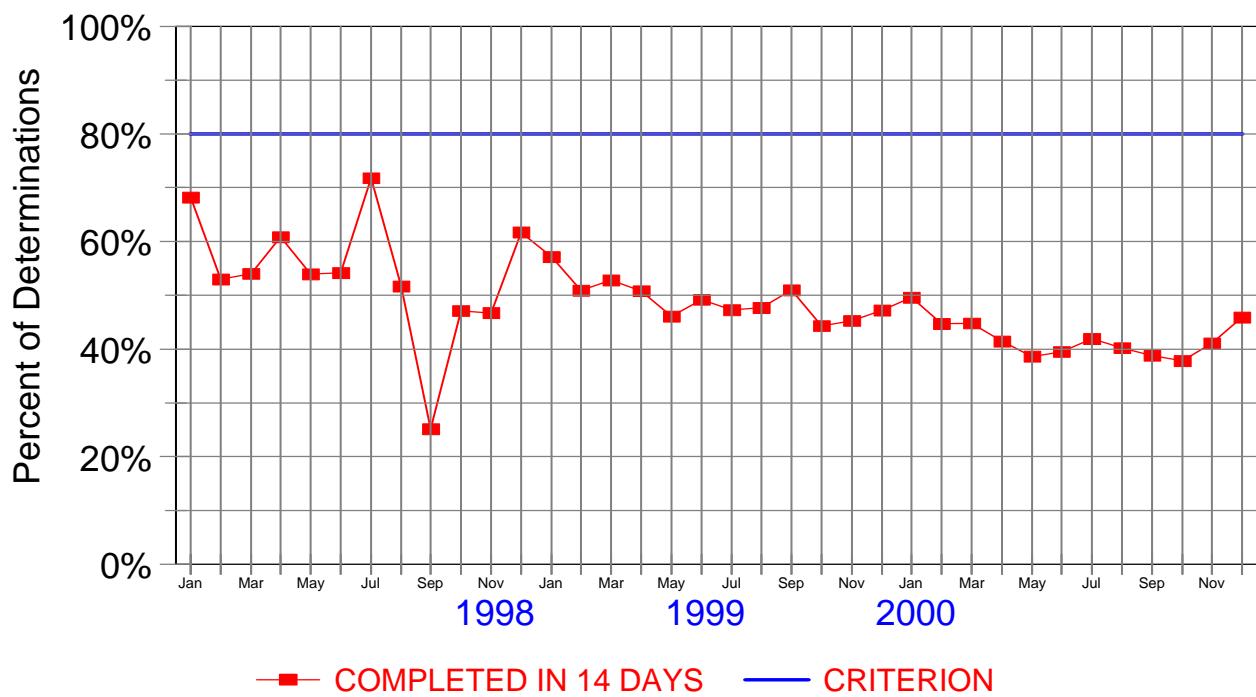
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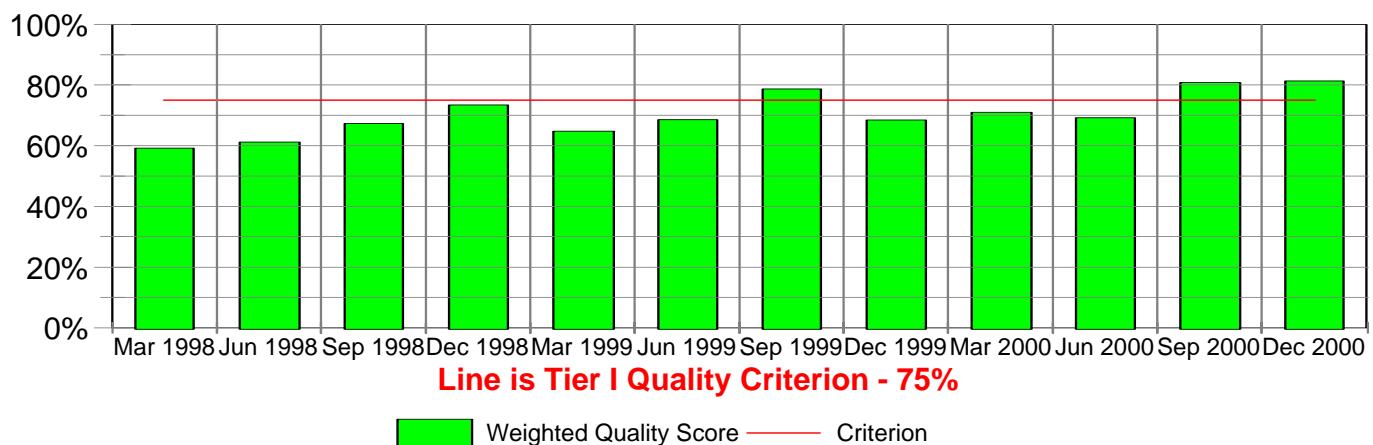
Nonmonetary Determinations Timeliness OH - TIER I - SEPARATIONS - 1998-2000



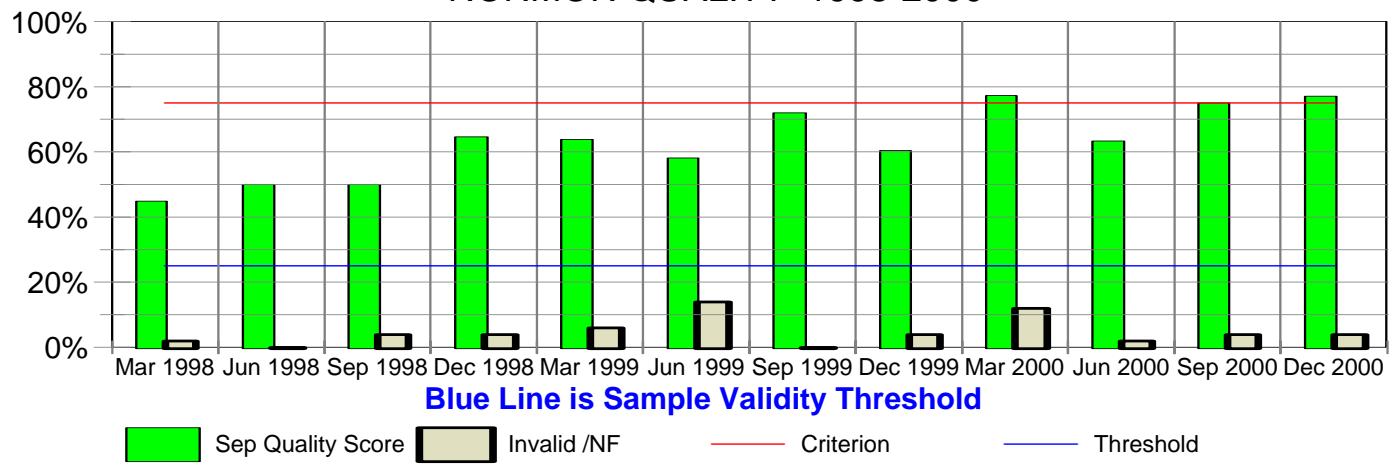
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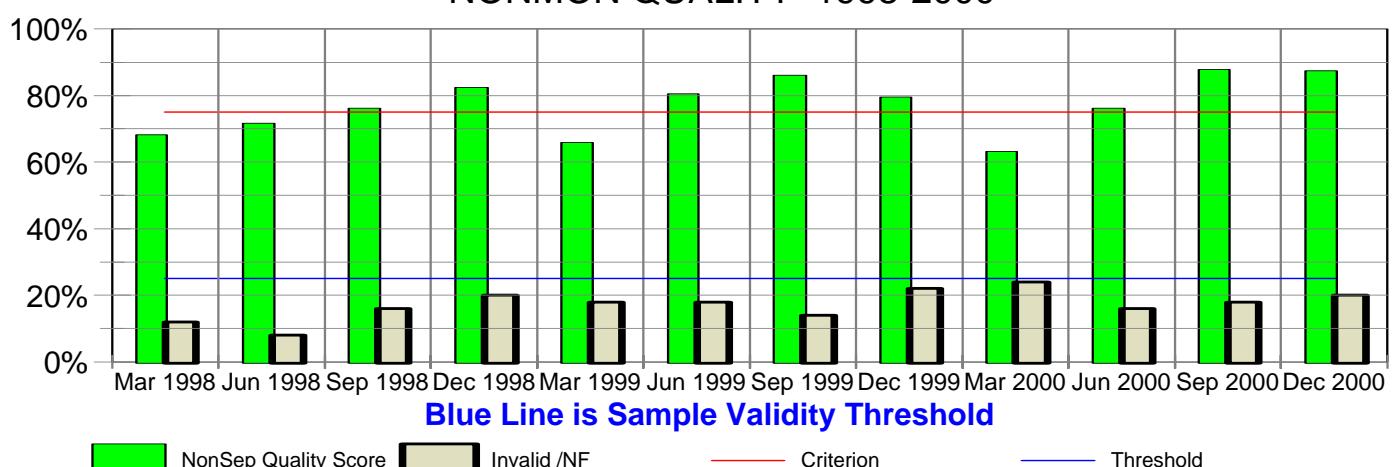
OHIO NONMON QUALITY 1998-2000



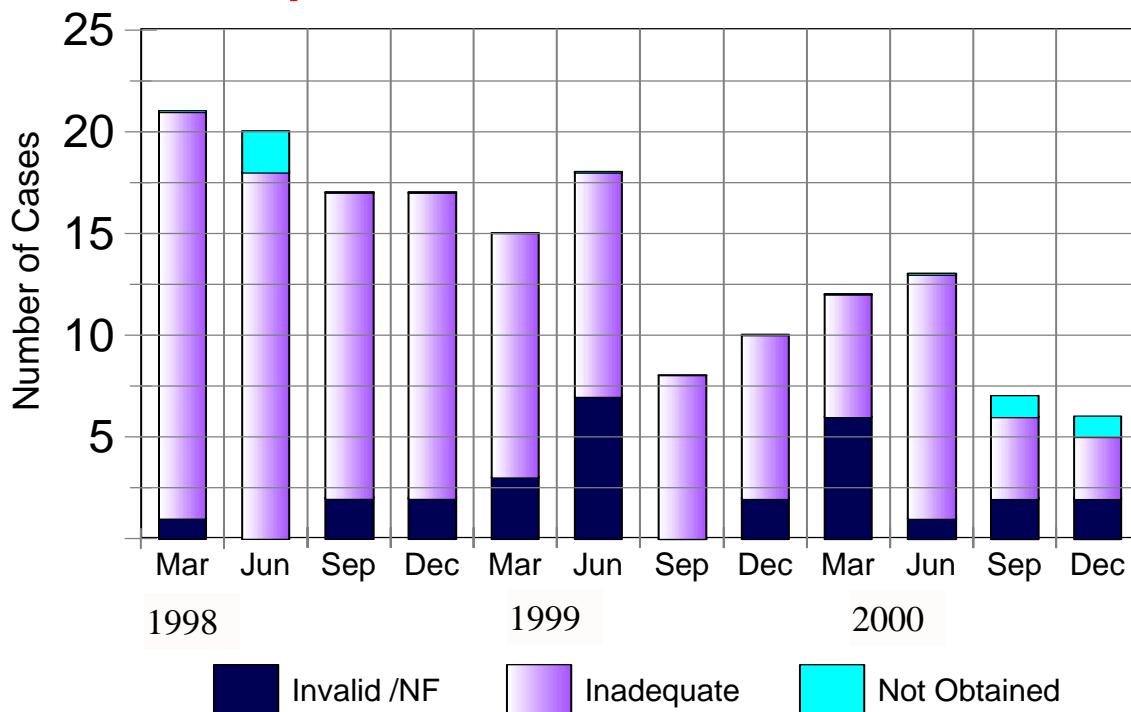
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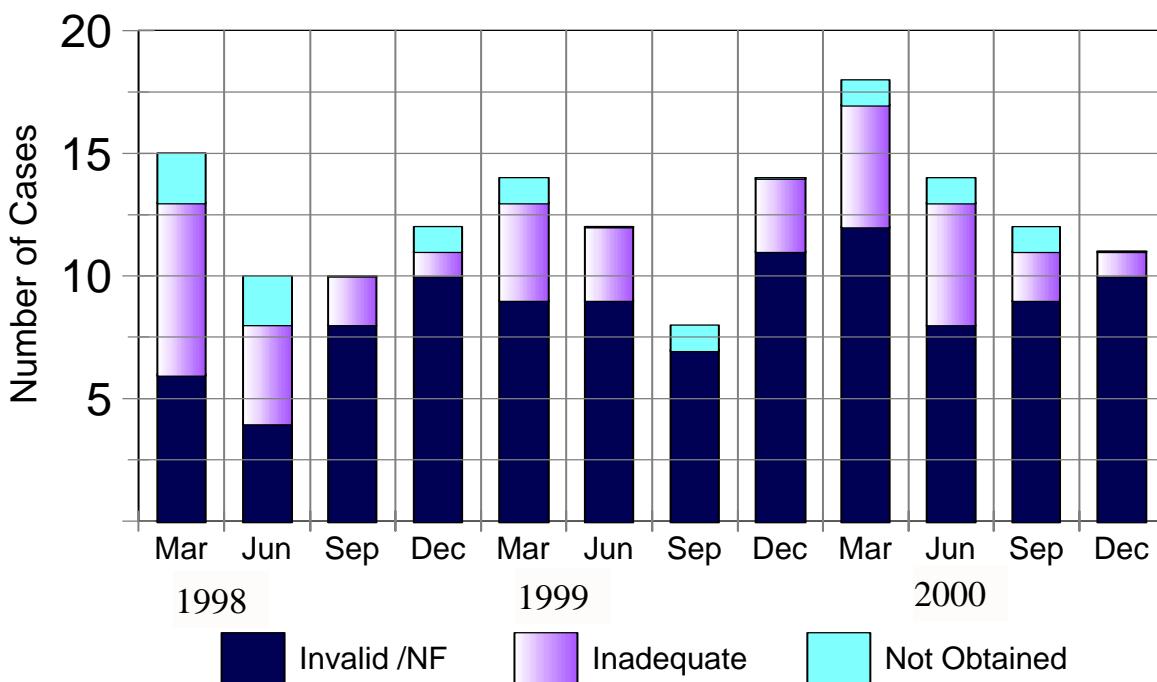
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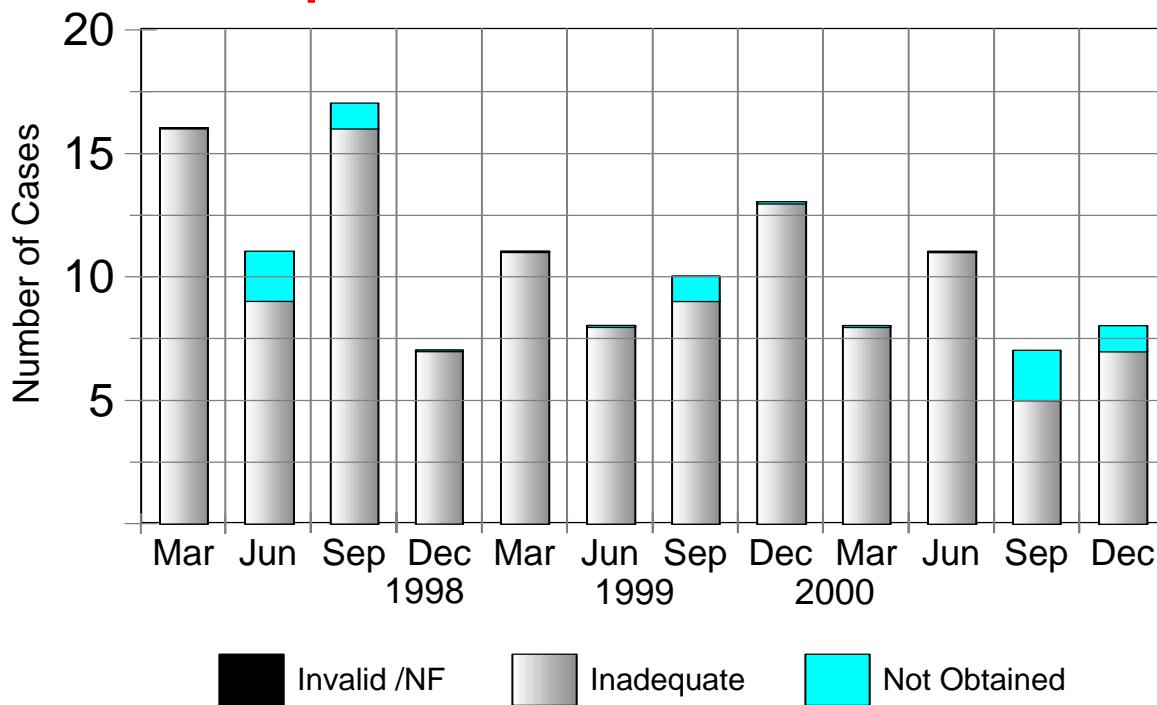
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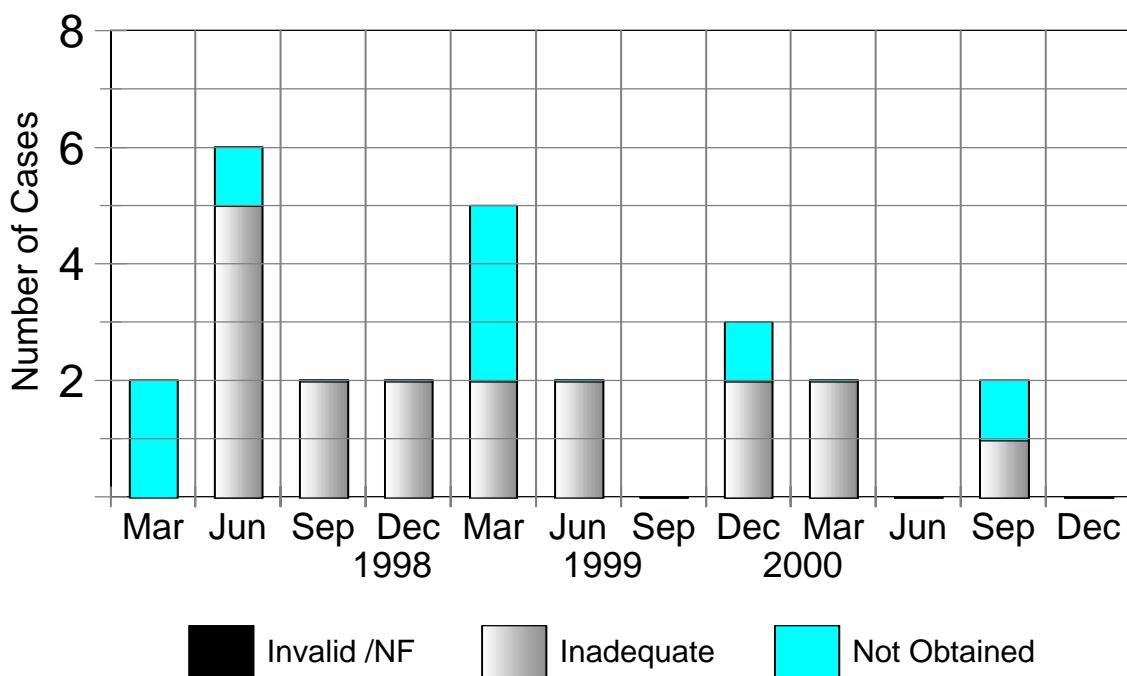
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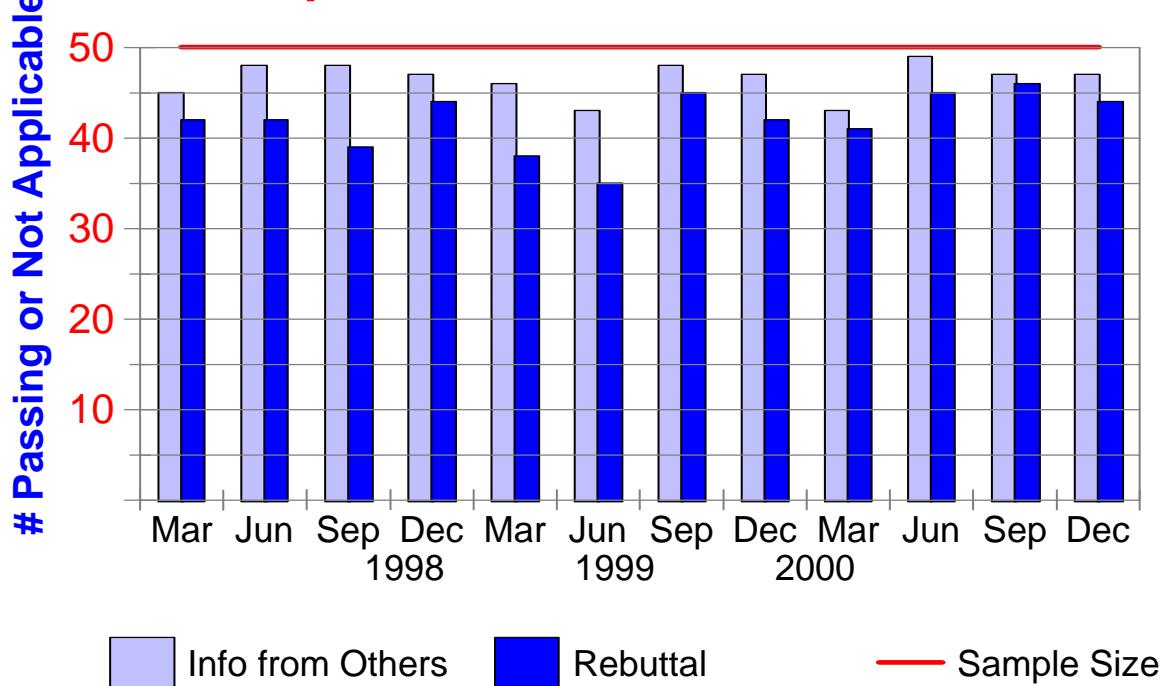
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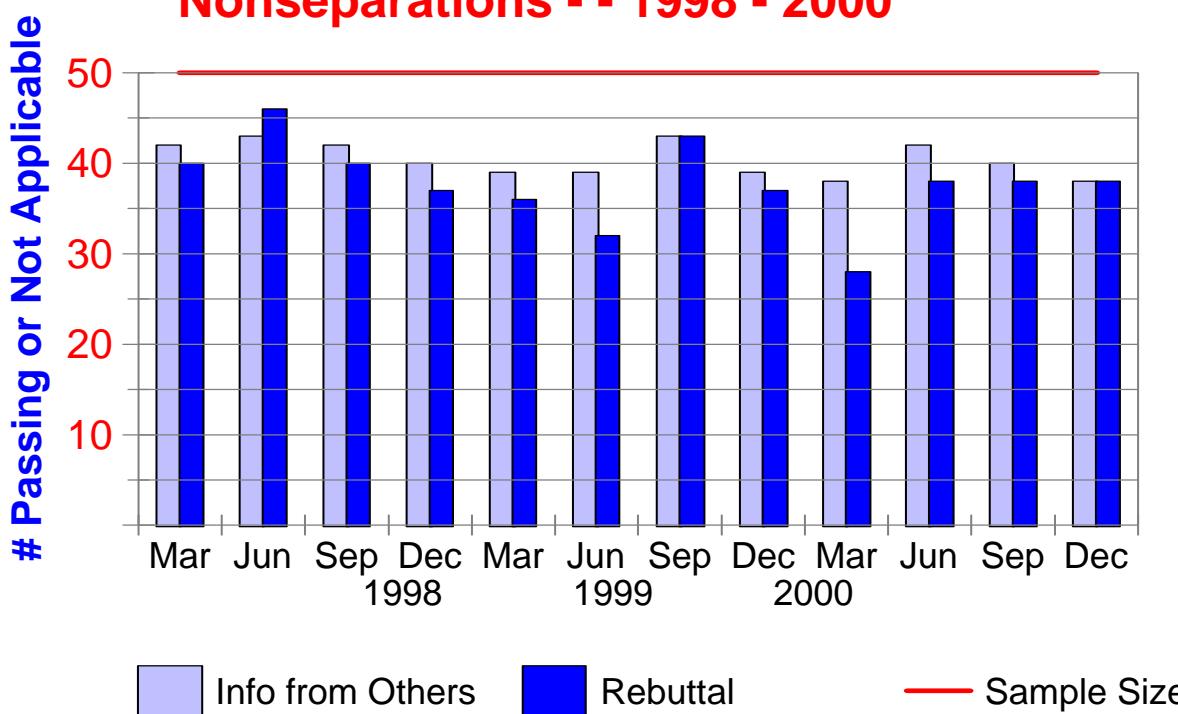
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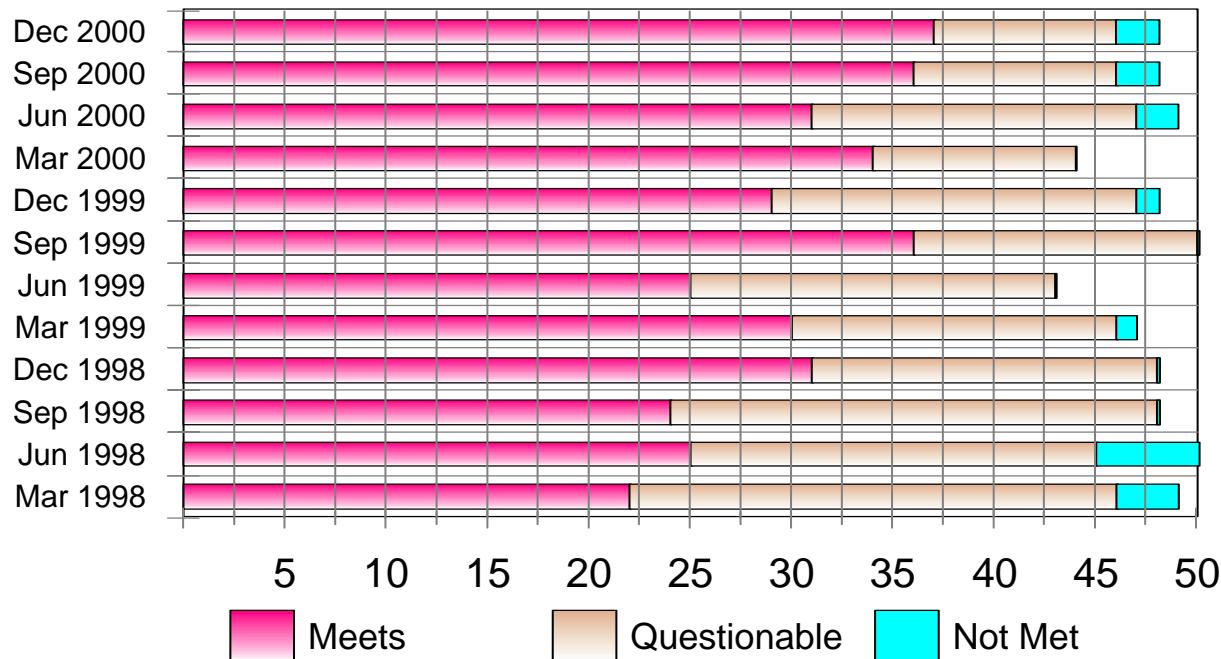
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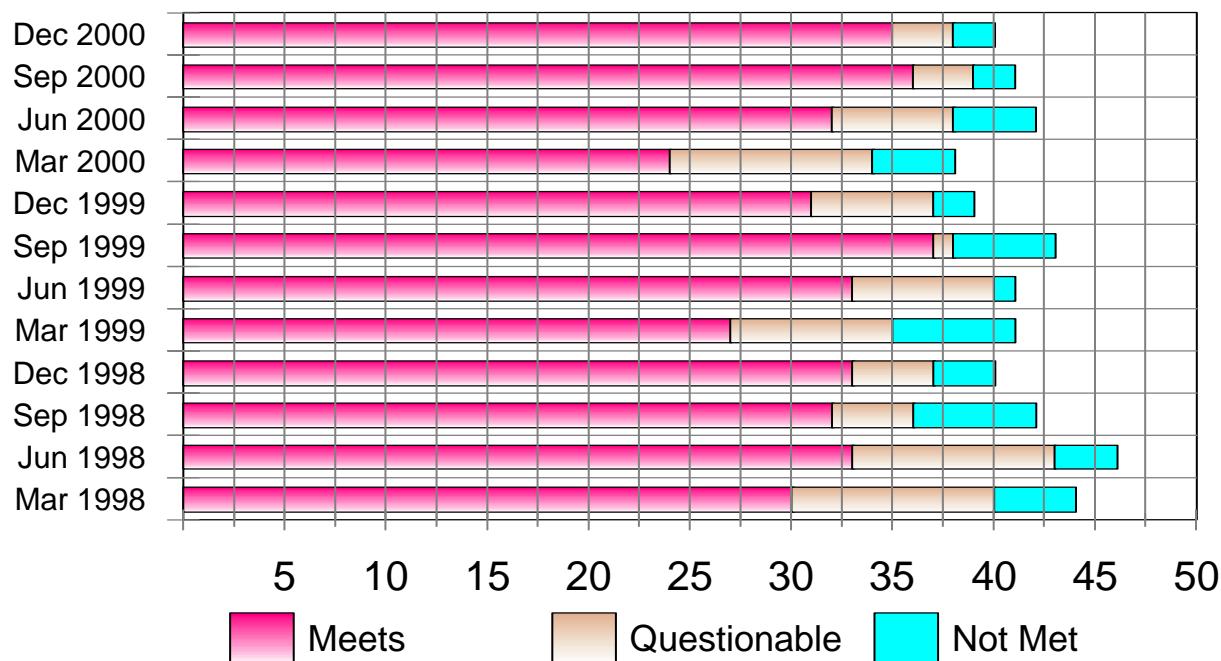
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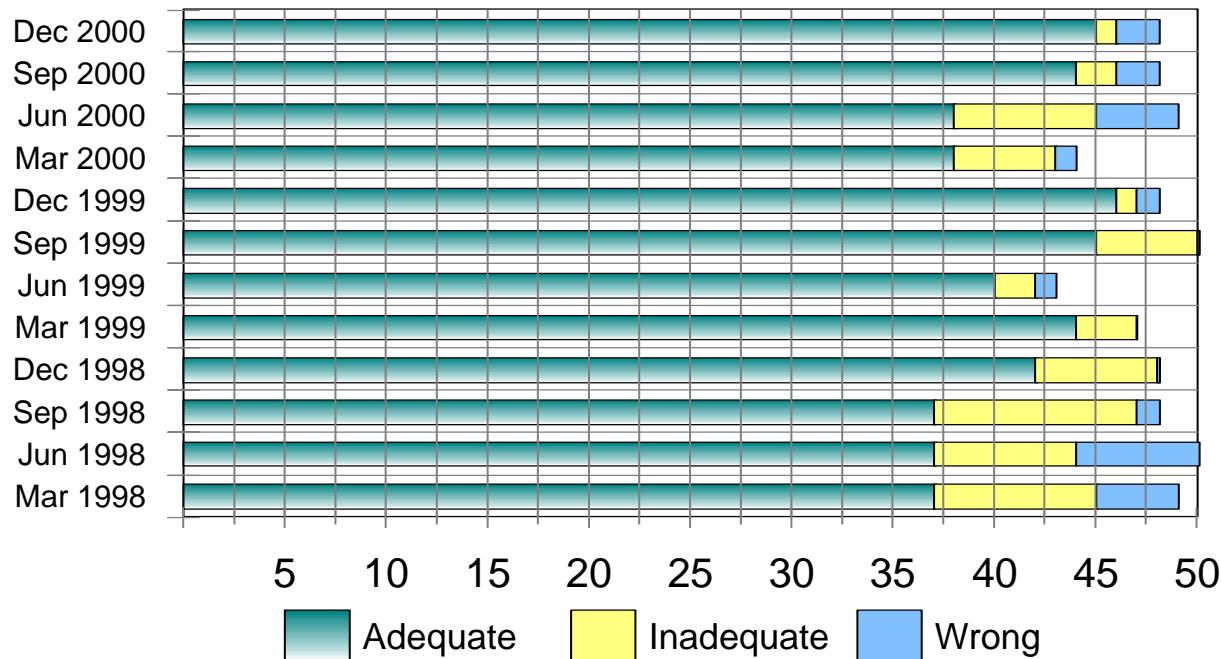
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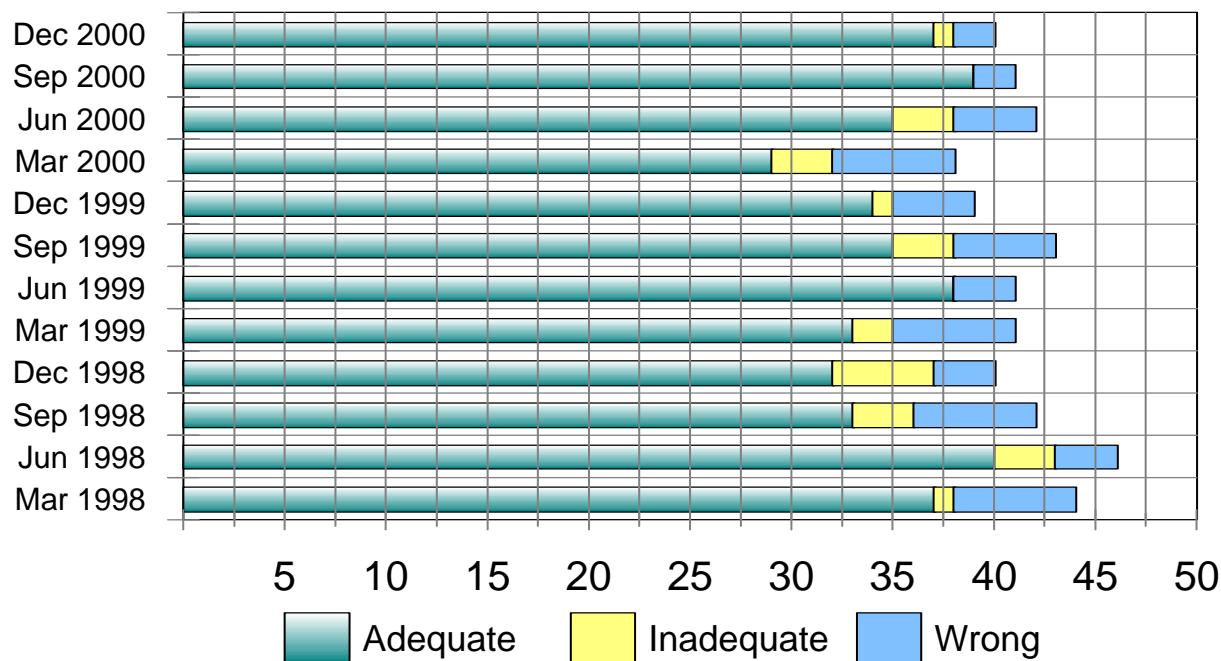
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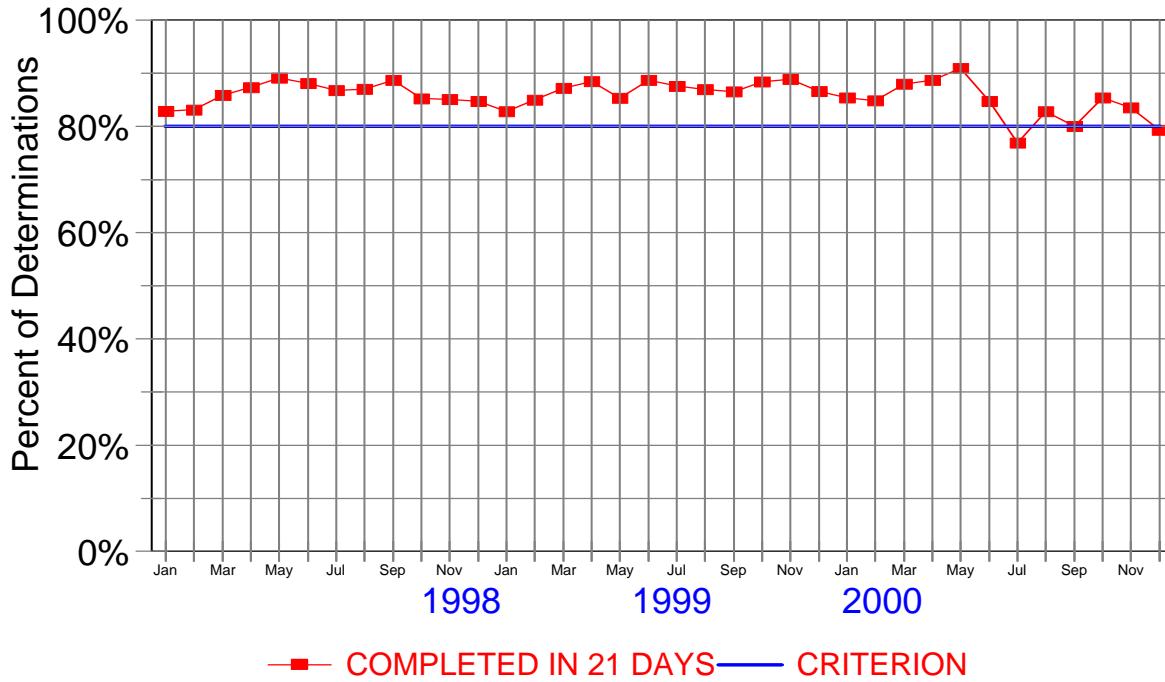


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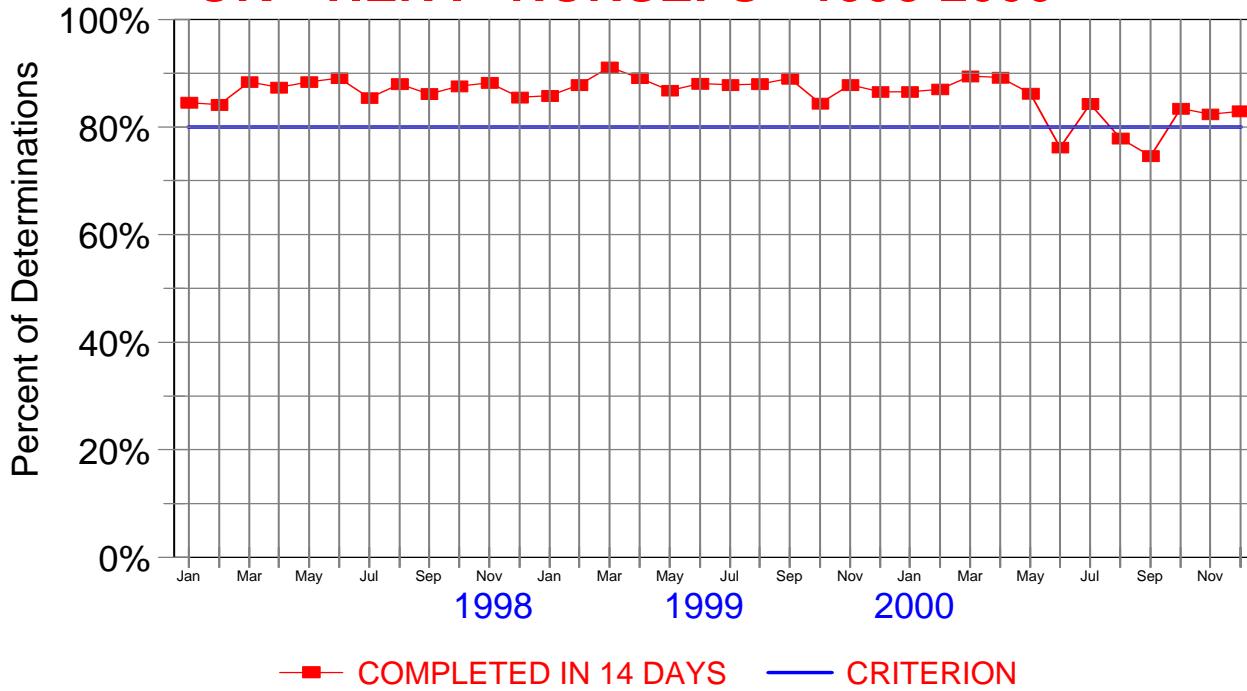


OKLAHOMA

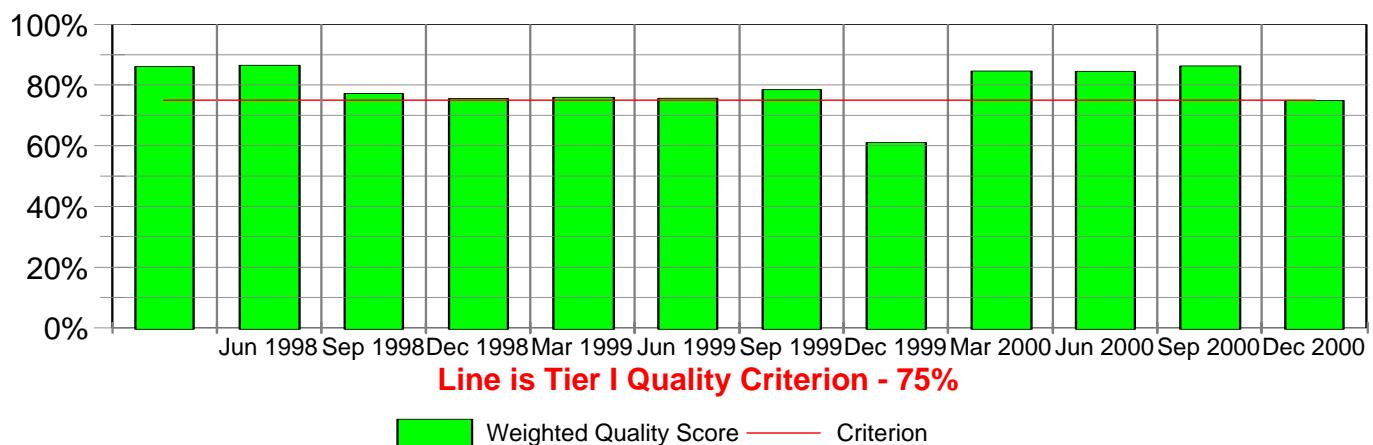
Nonmonetary Determinations Timeliness OK - TIER I - SEPARATIONS - 1998-2000



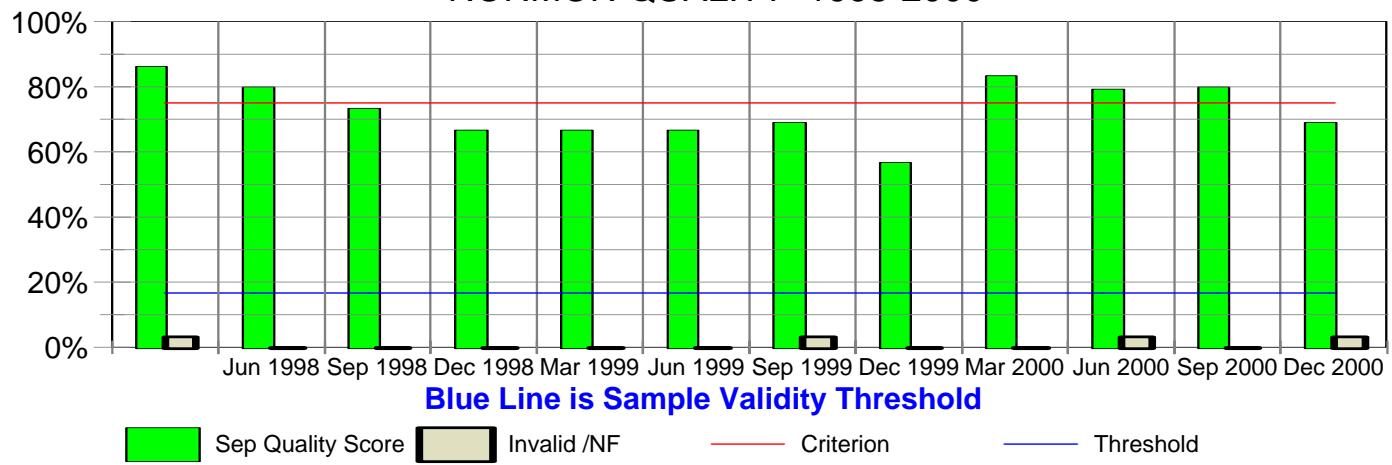
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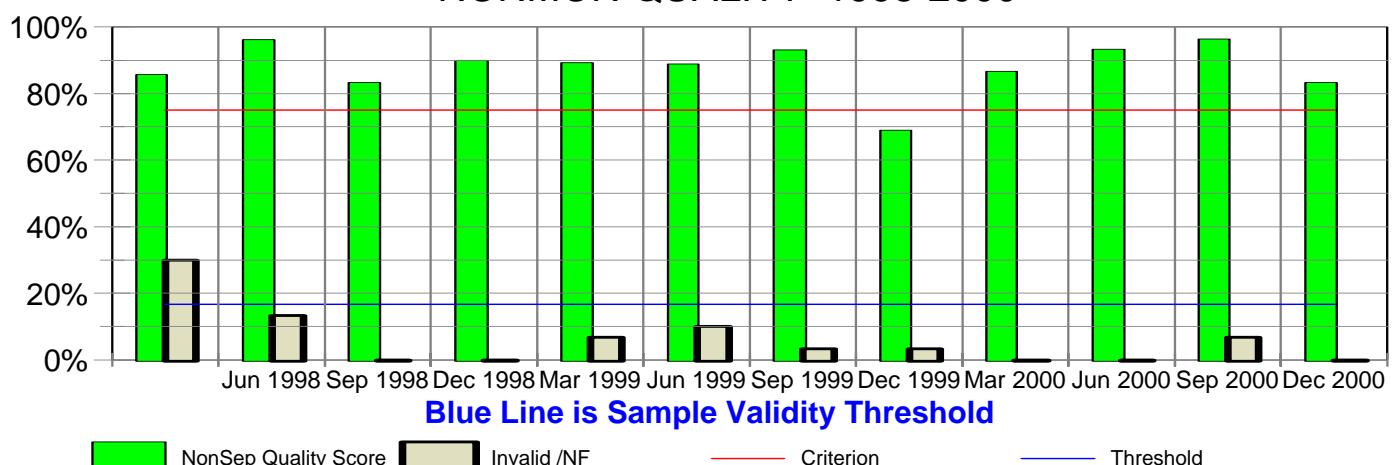
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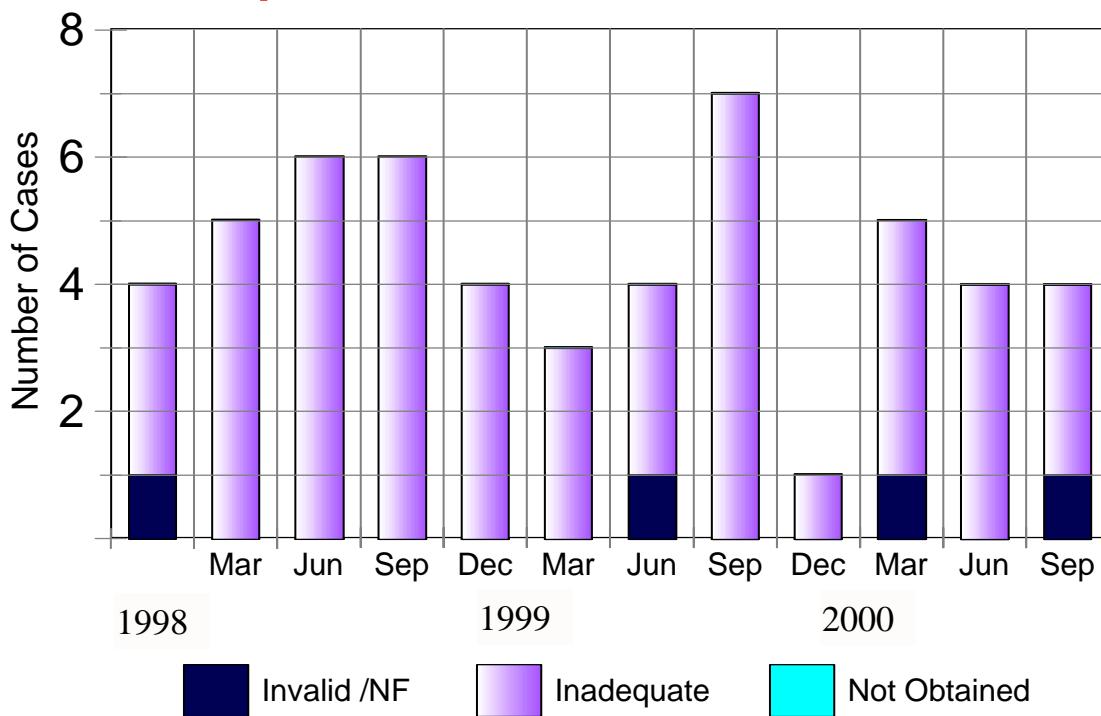
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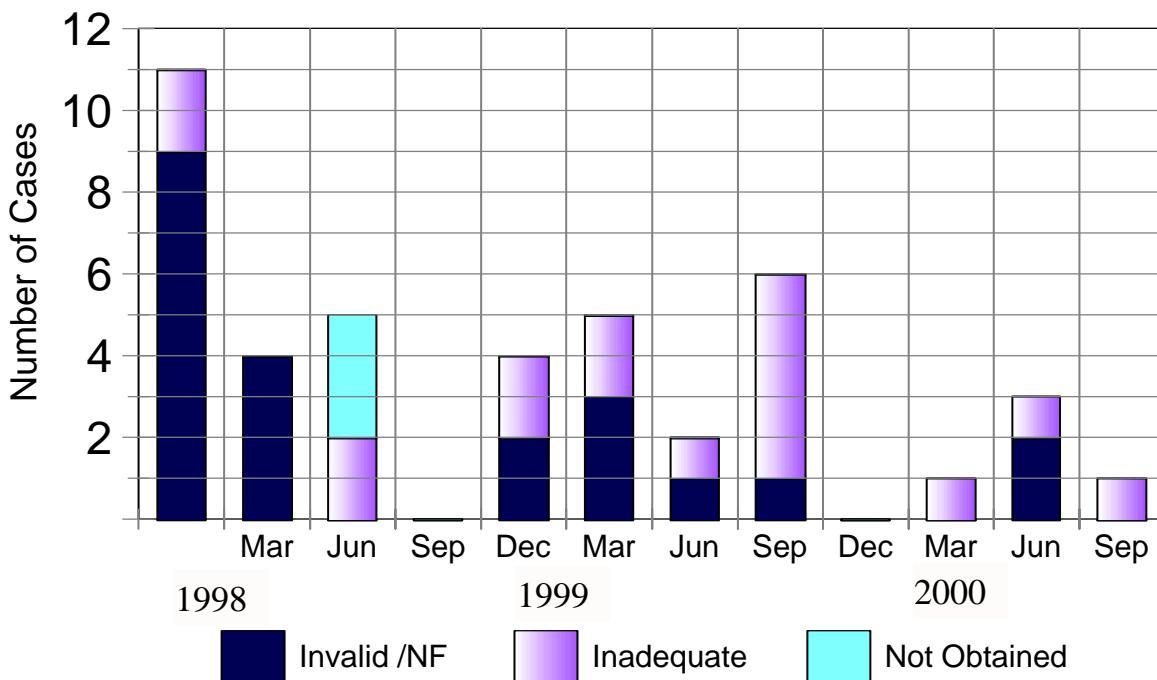
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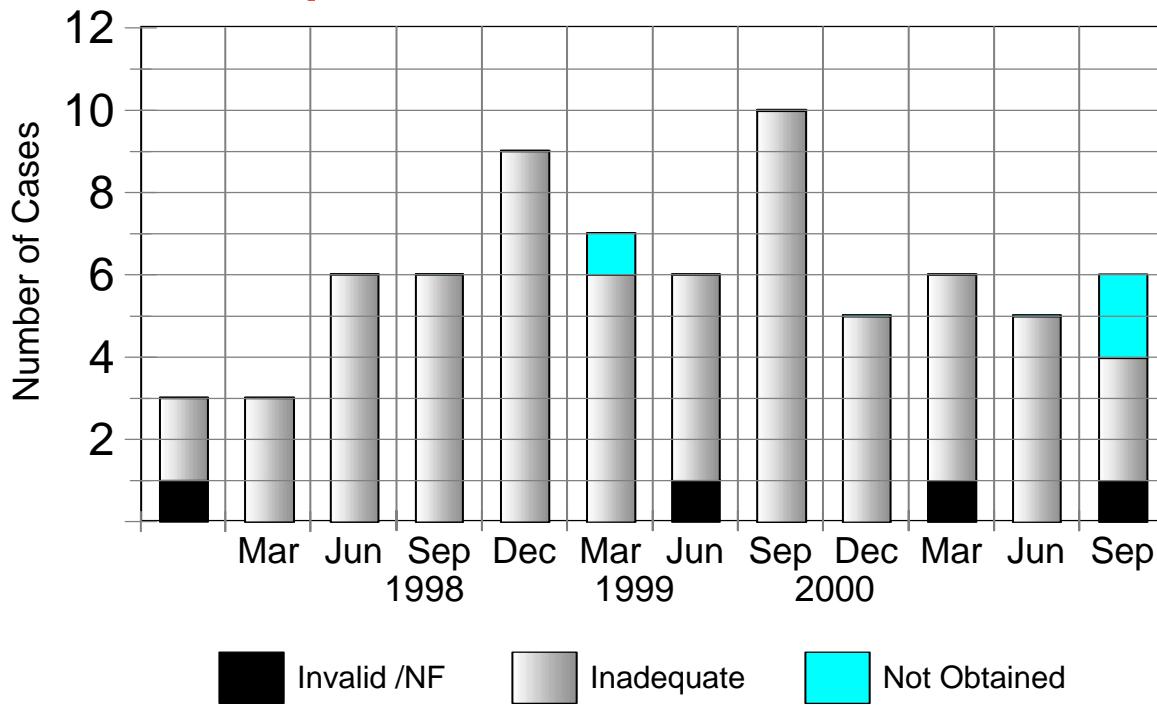
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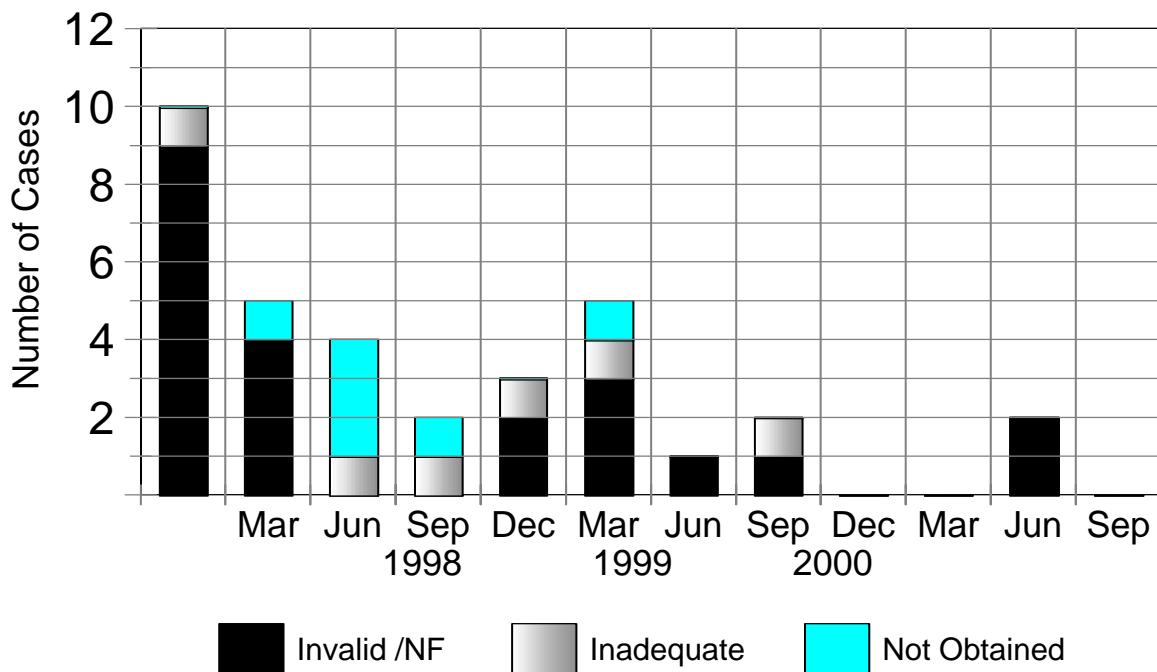
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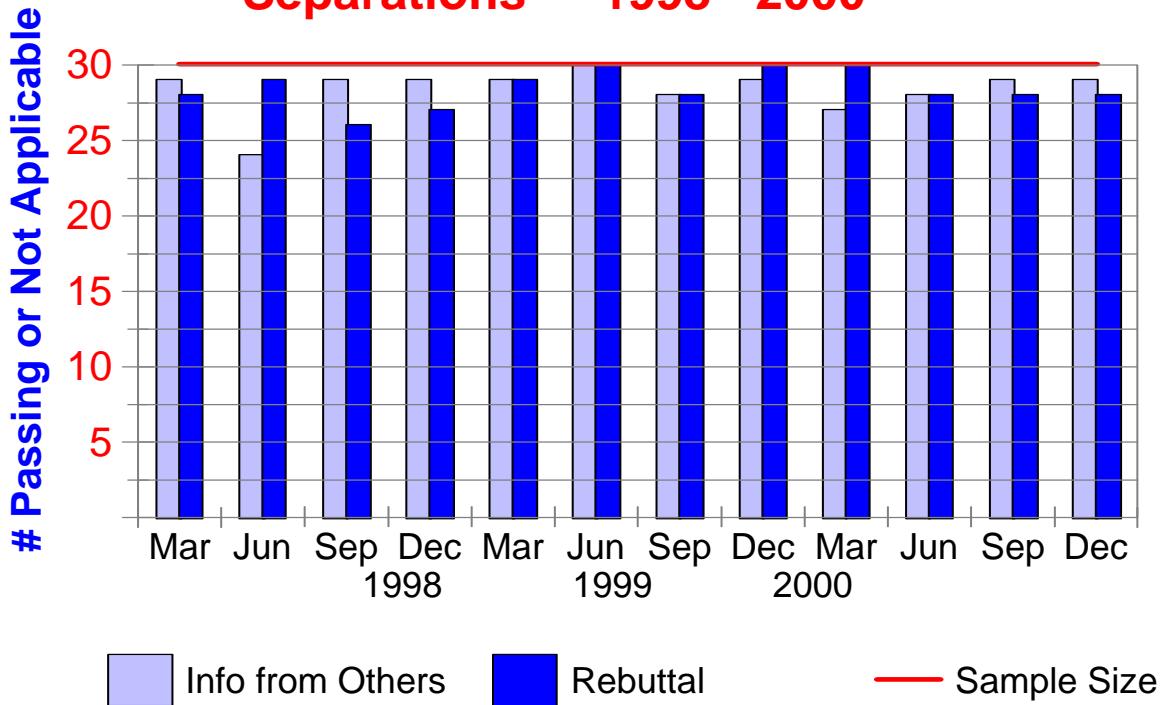


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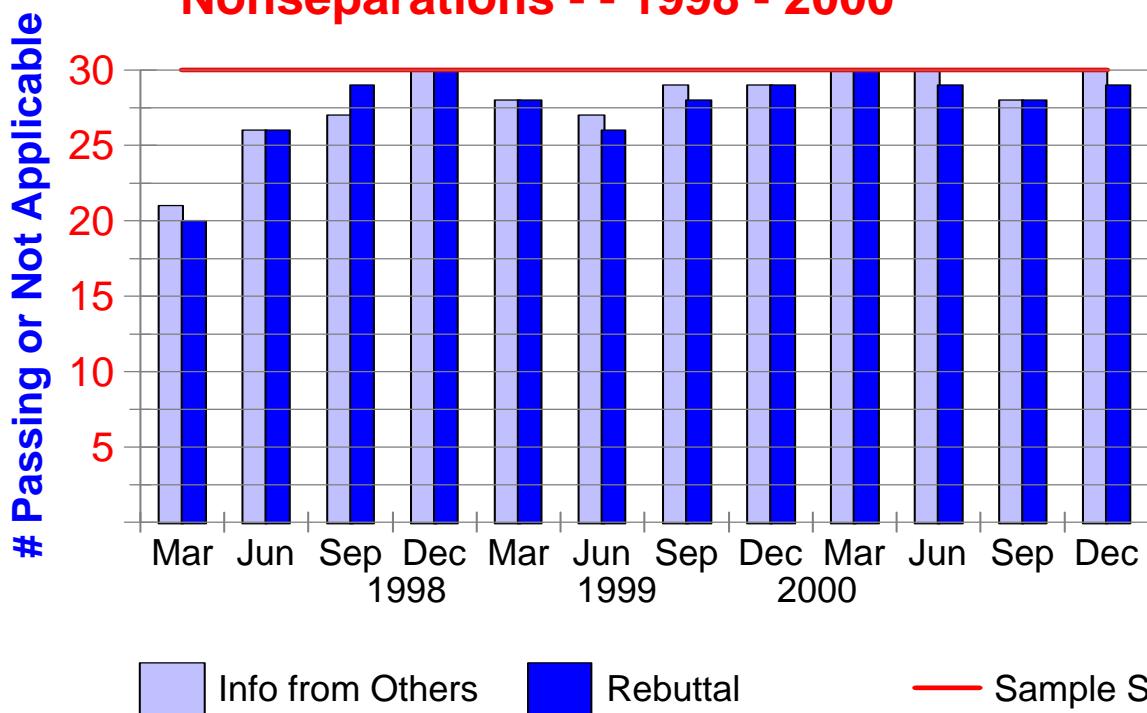
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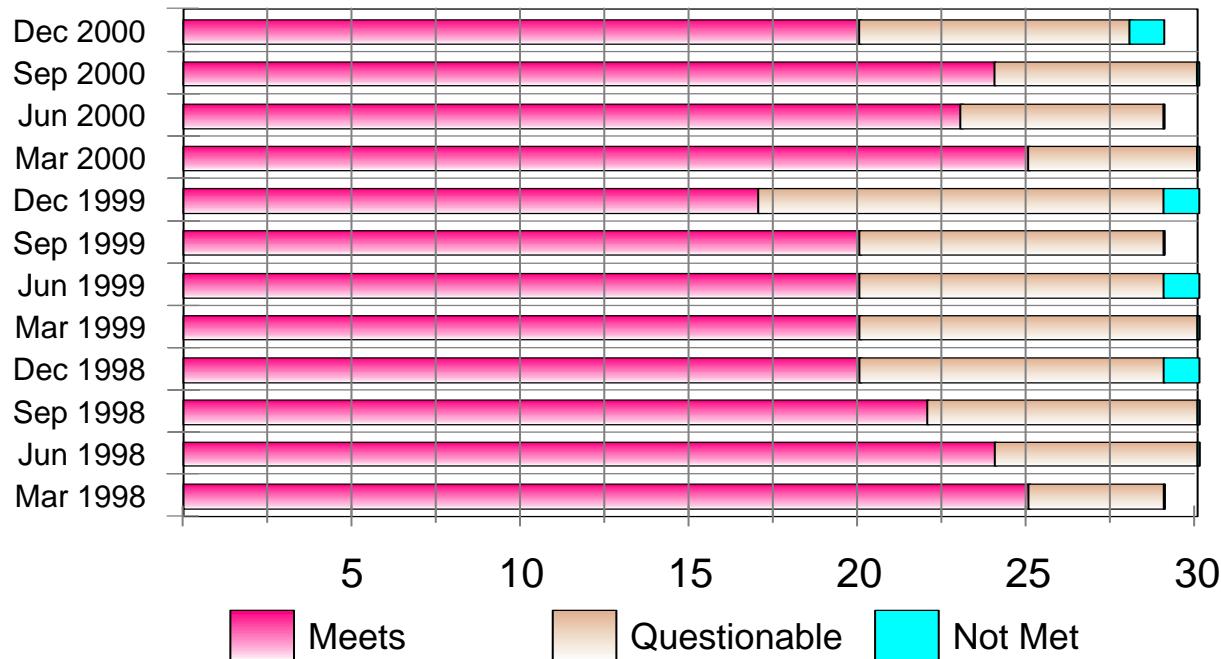


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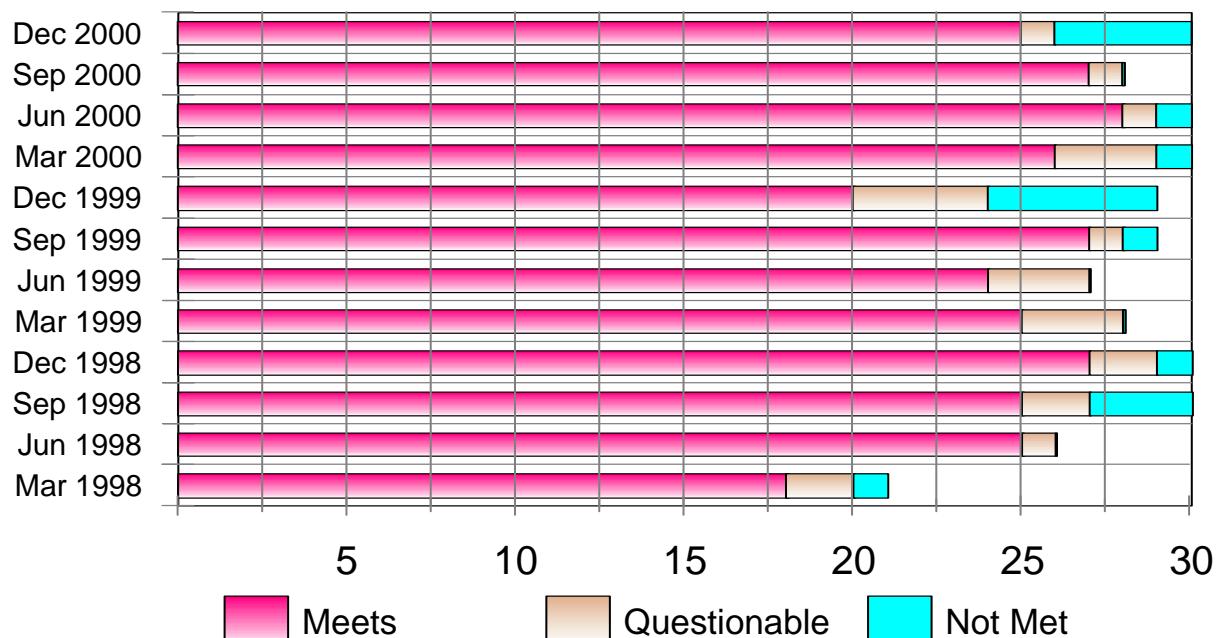
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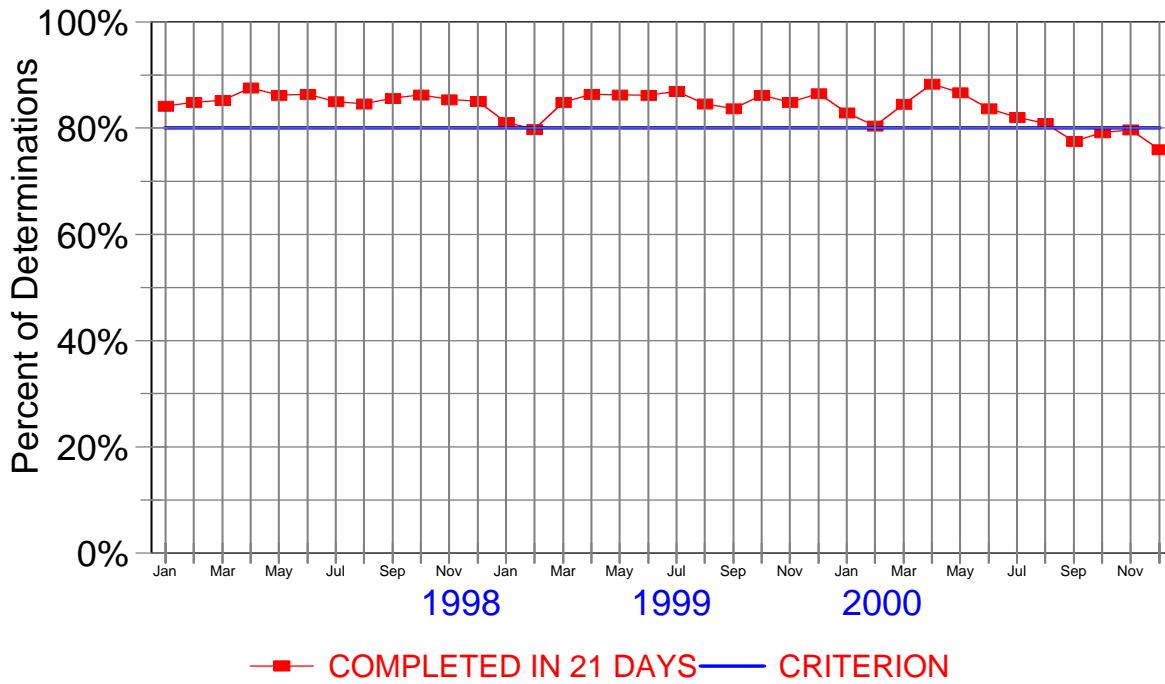
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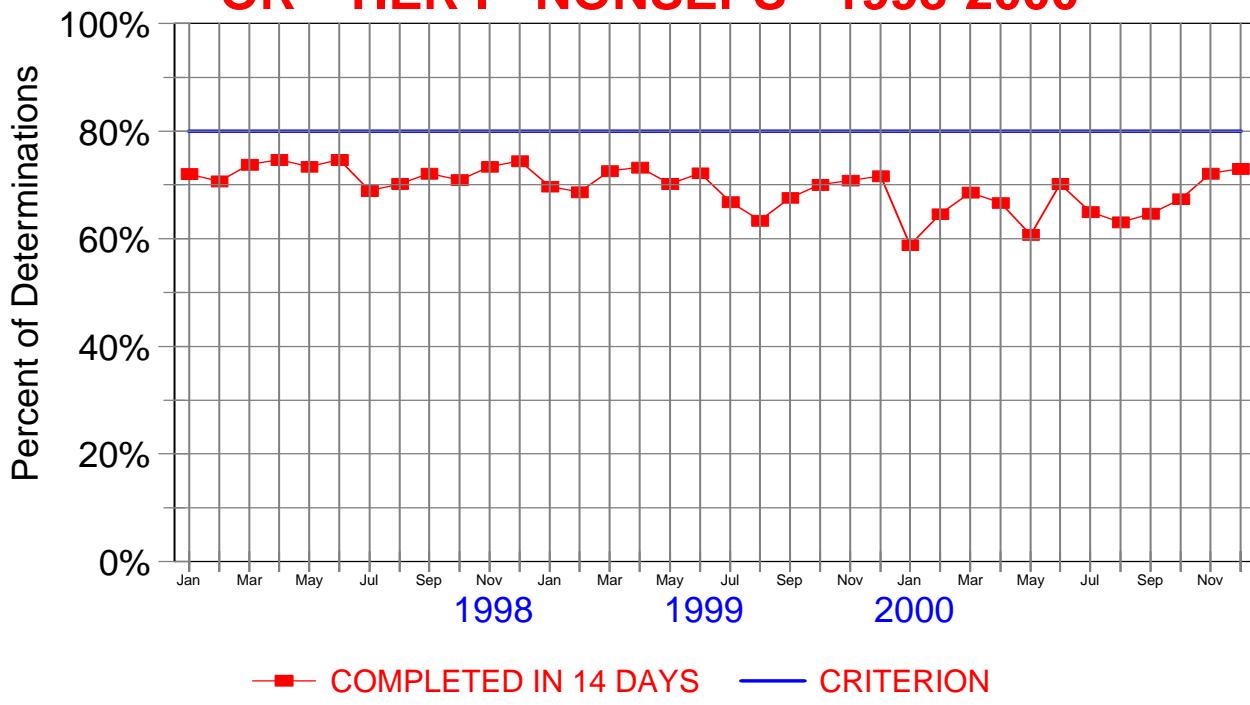
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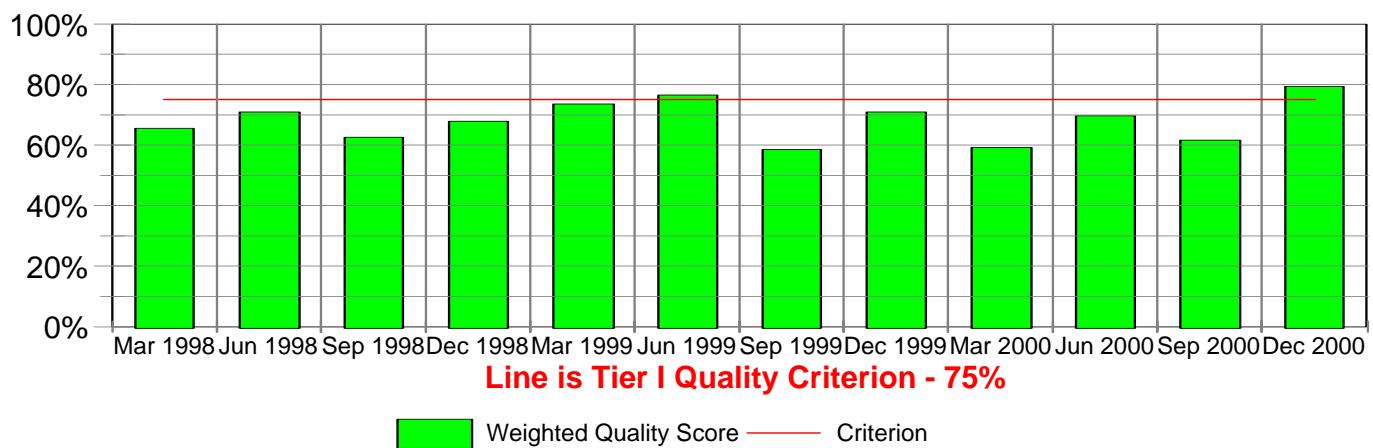
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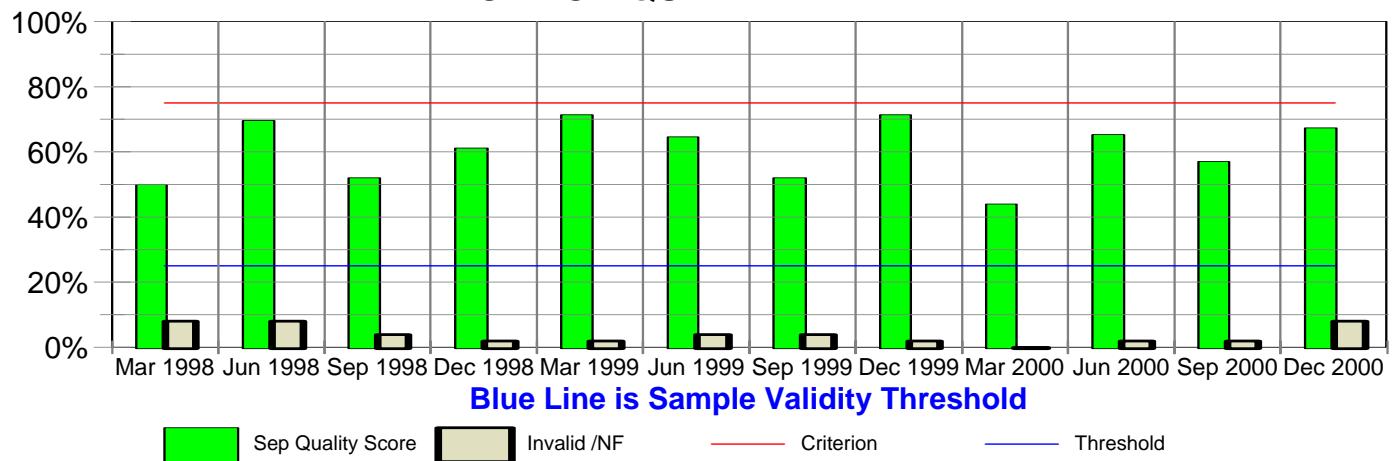
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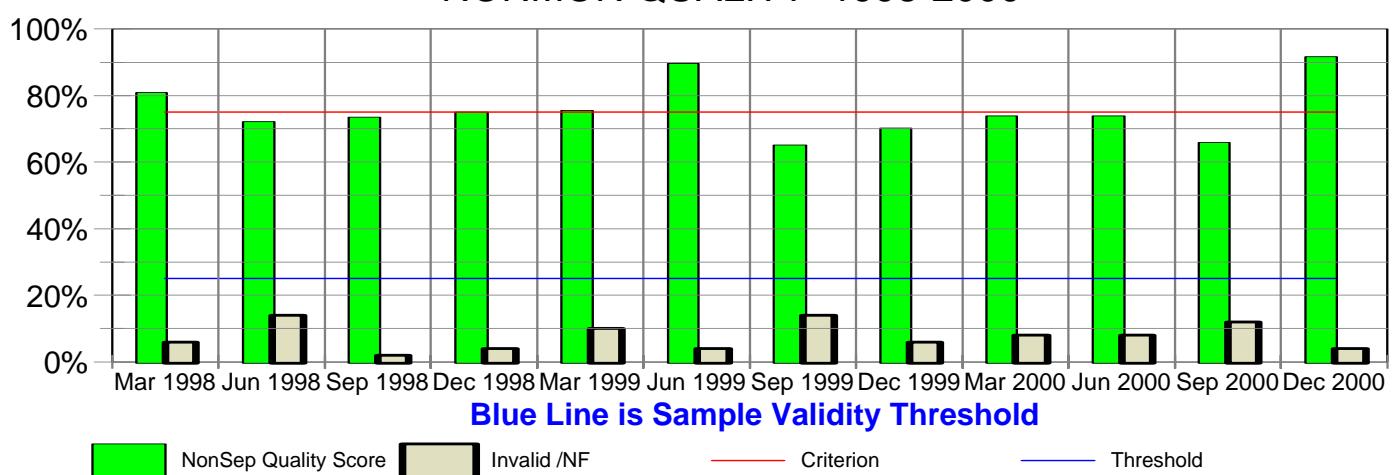
OREGON NONMON QUALITY 1998-2000



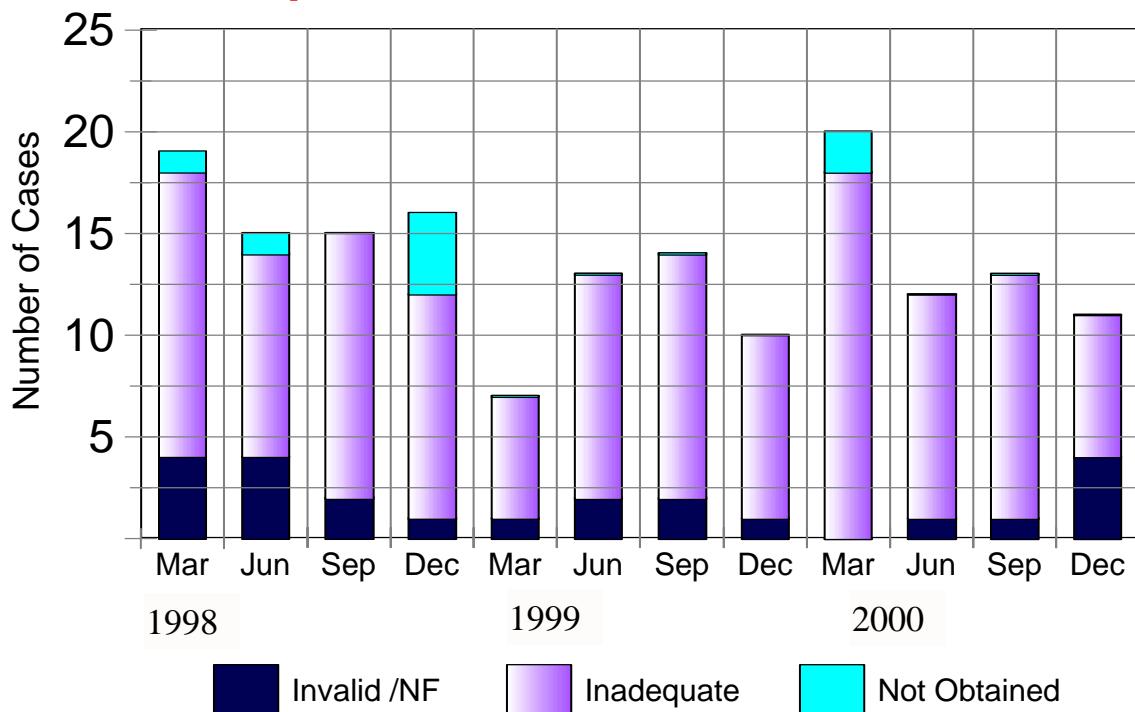
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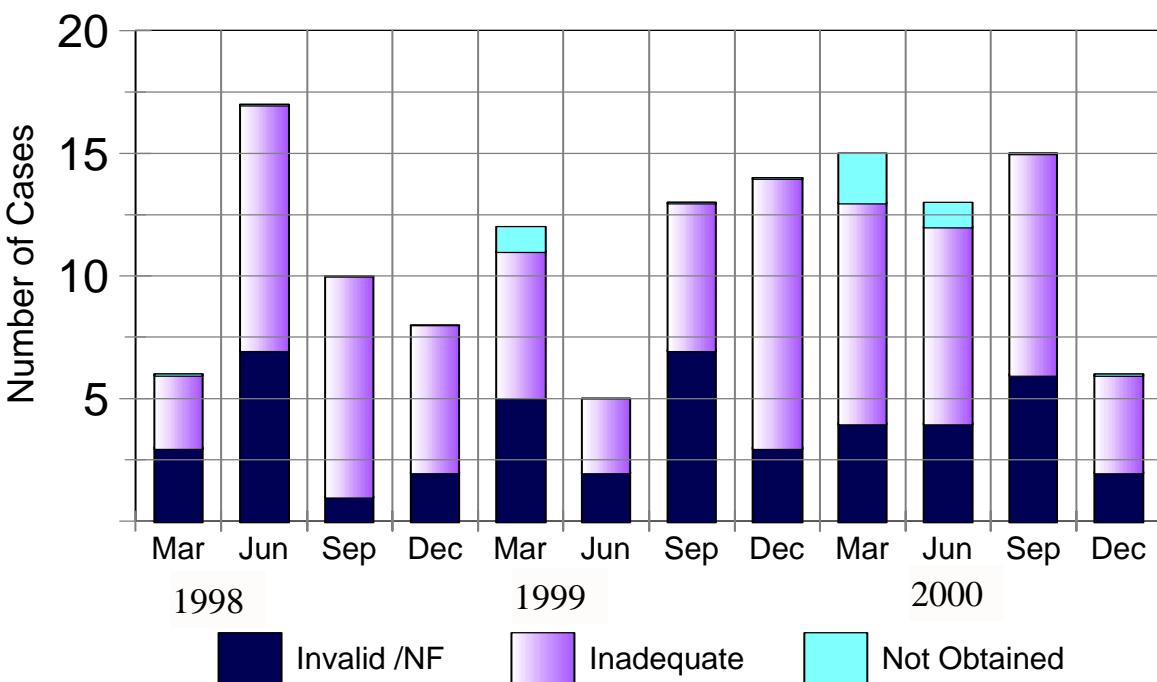
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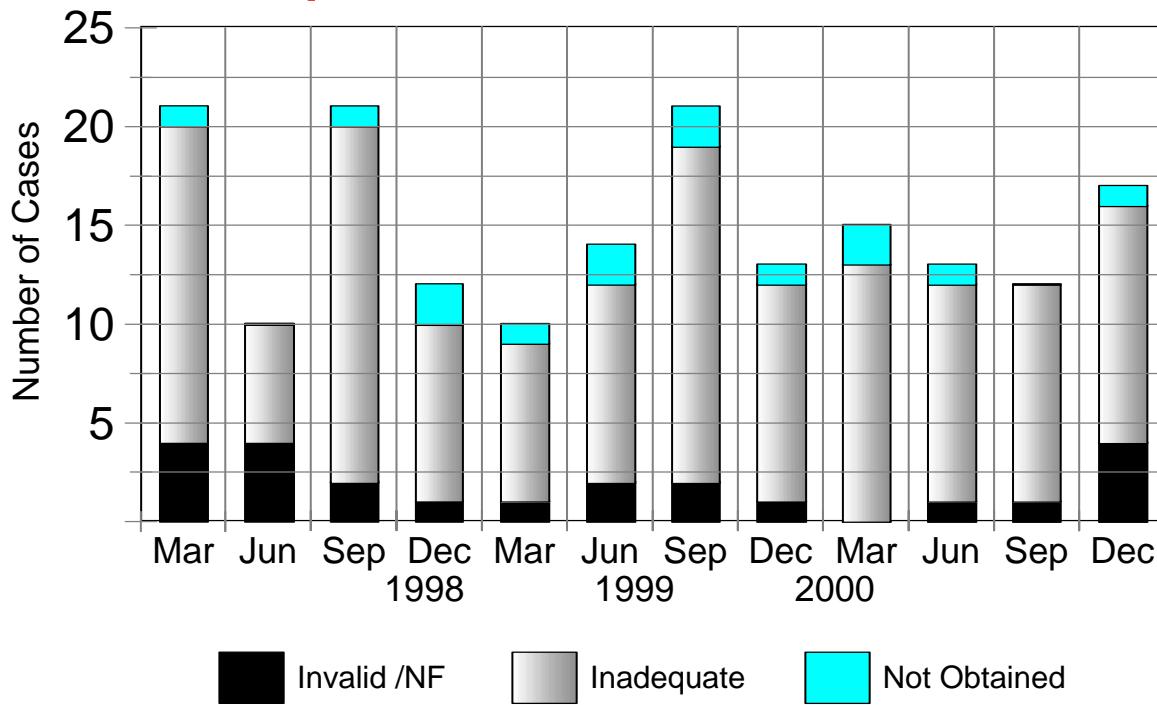
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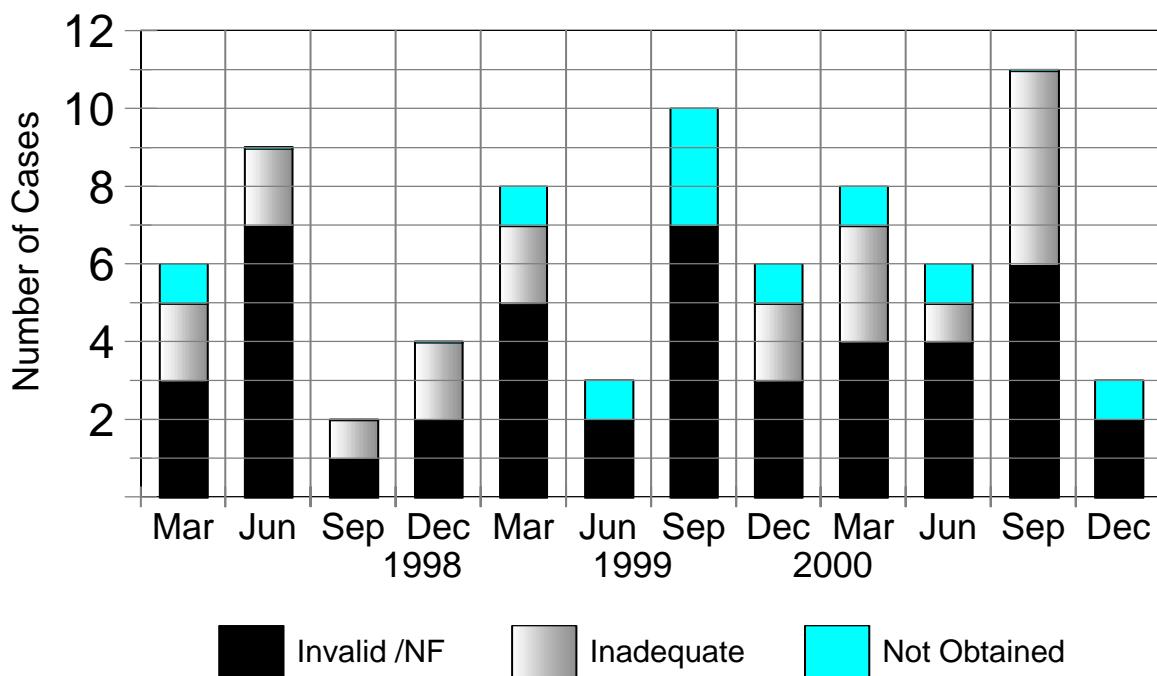
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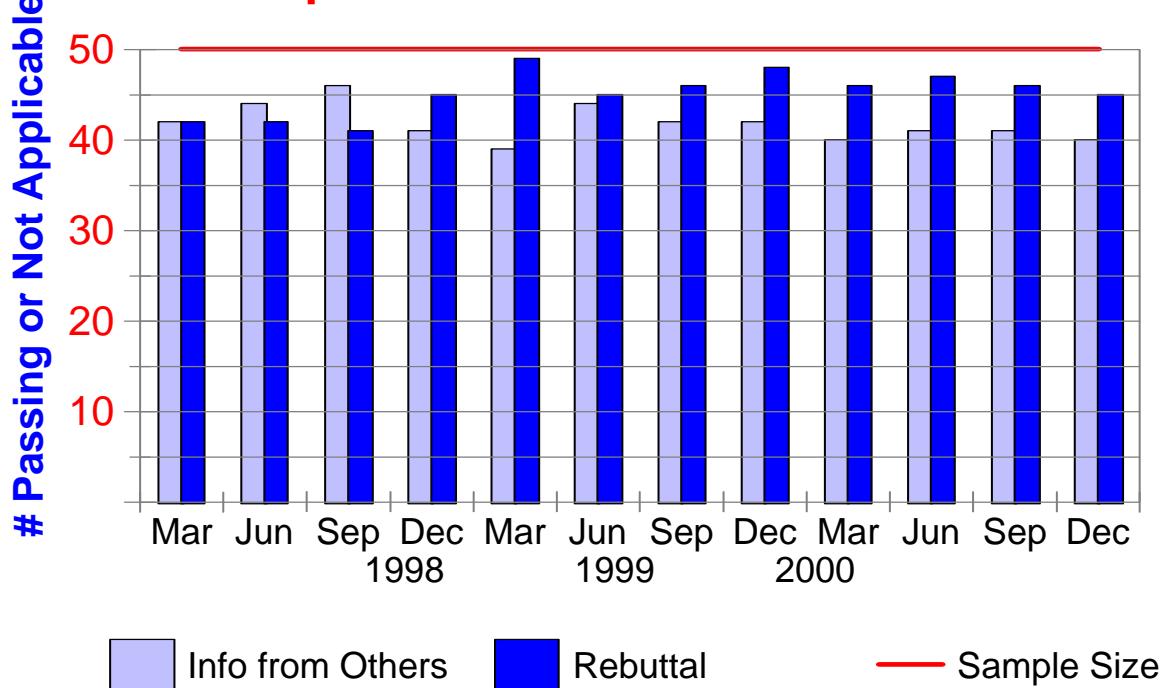
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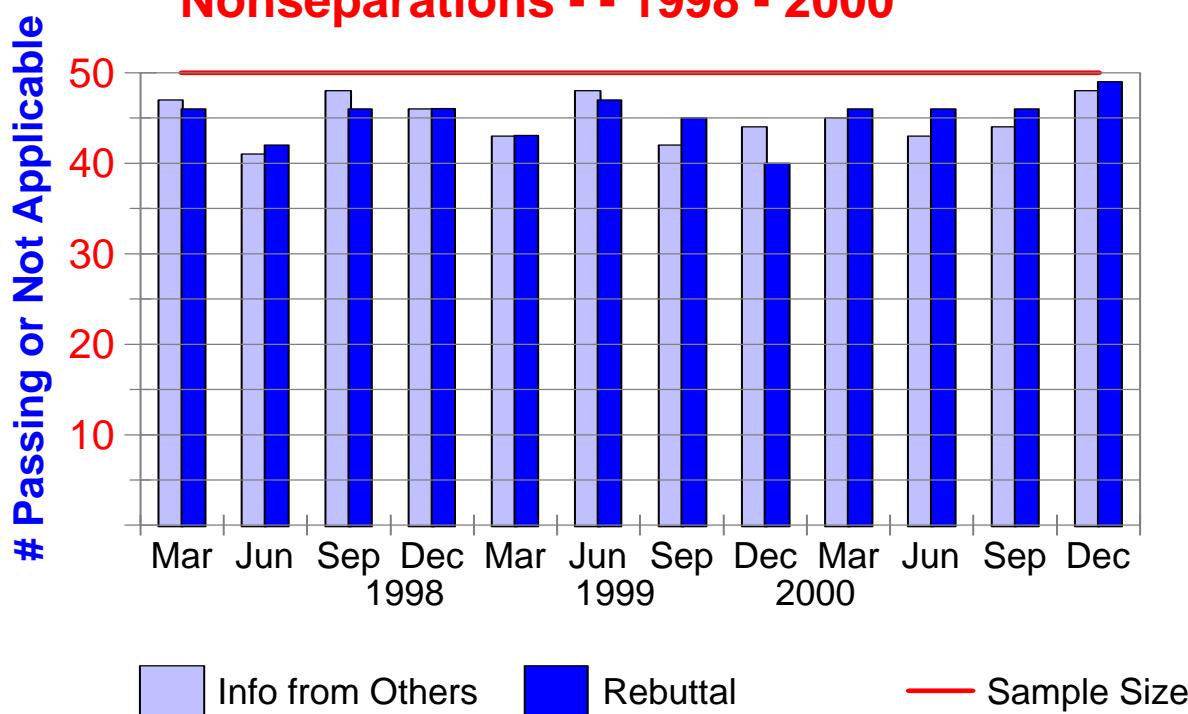
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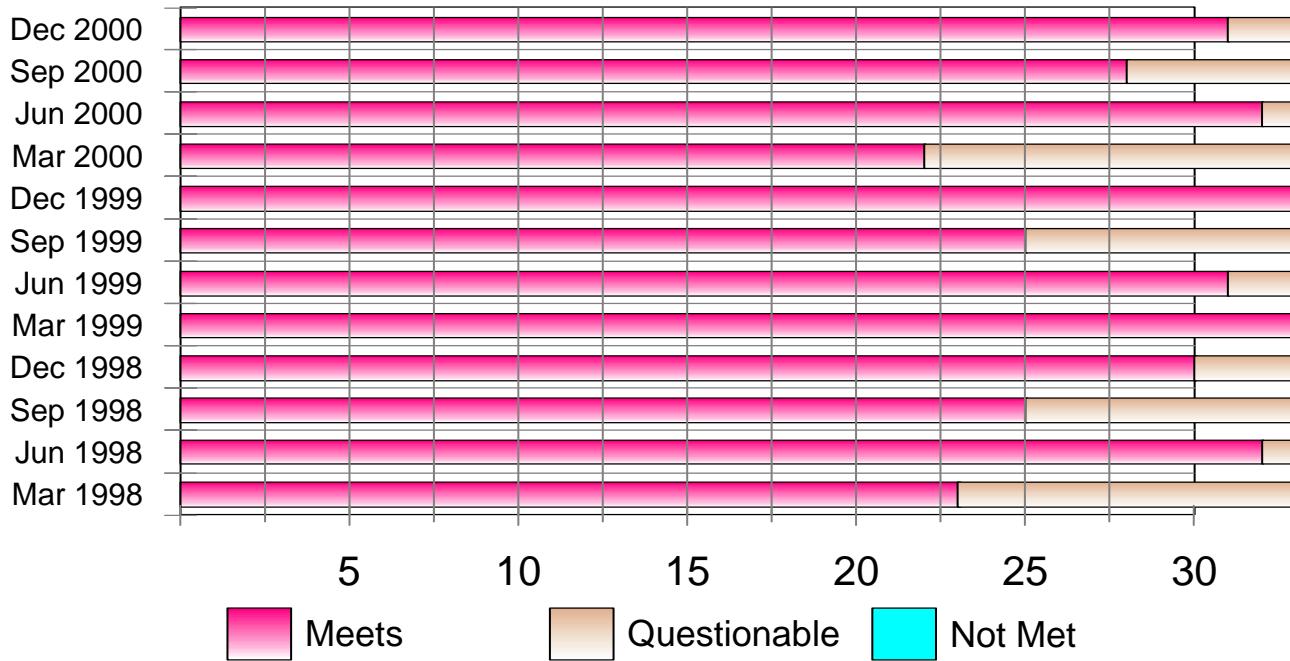
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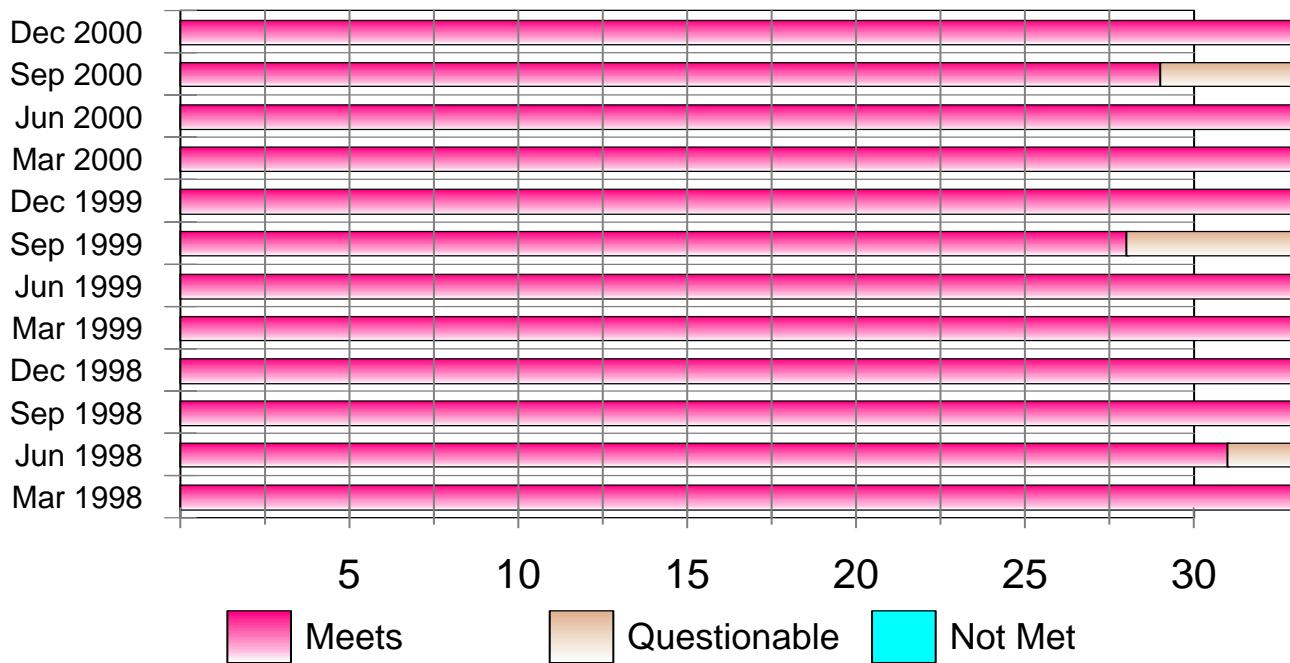
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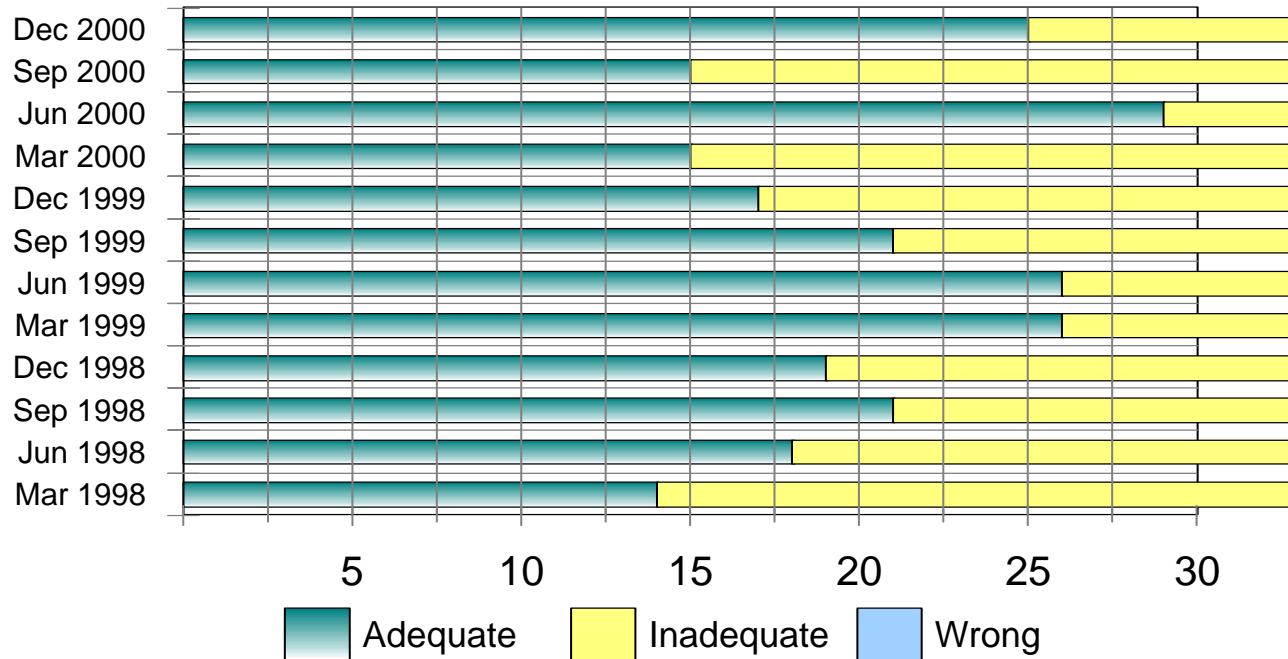
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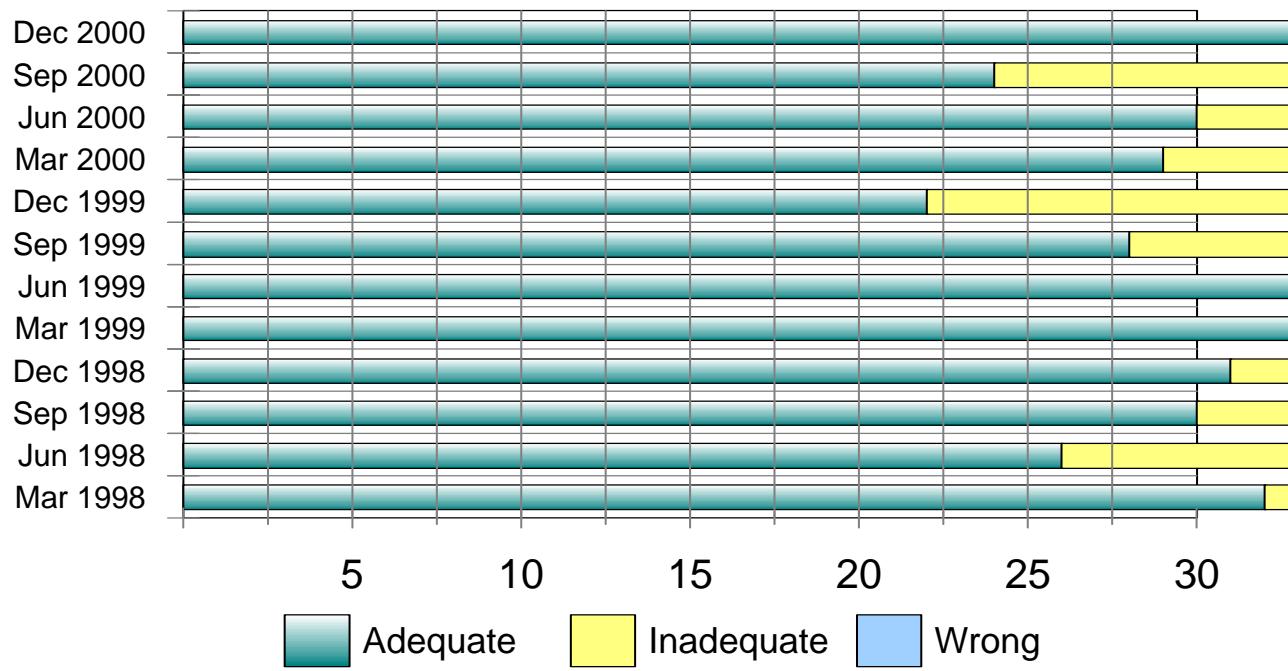
OR - Meets Law & Policy - Results Nonseparations - - 1998 - 2000



OR - Written Determination - Results Separations - - 1998 - 2000

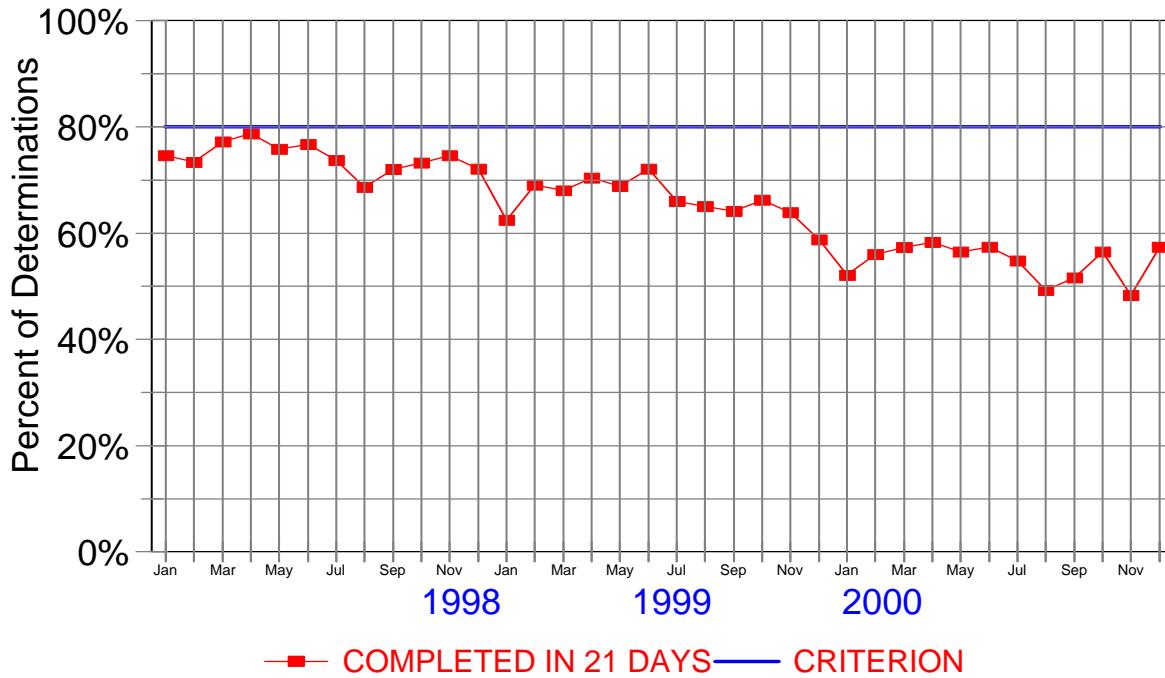


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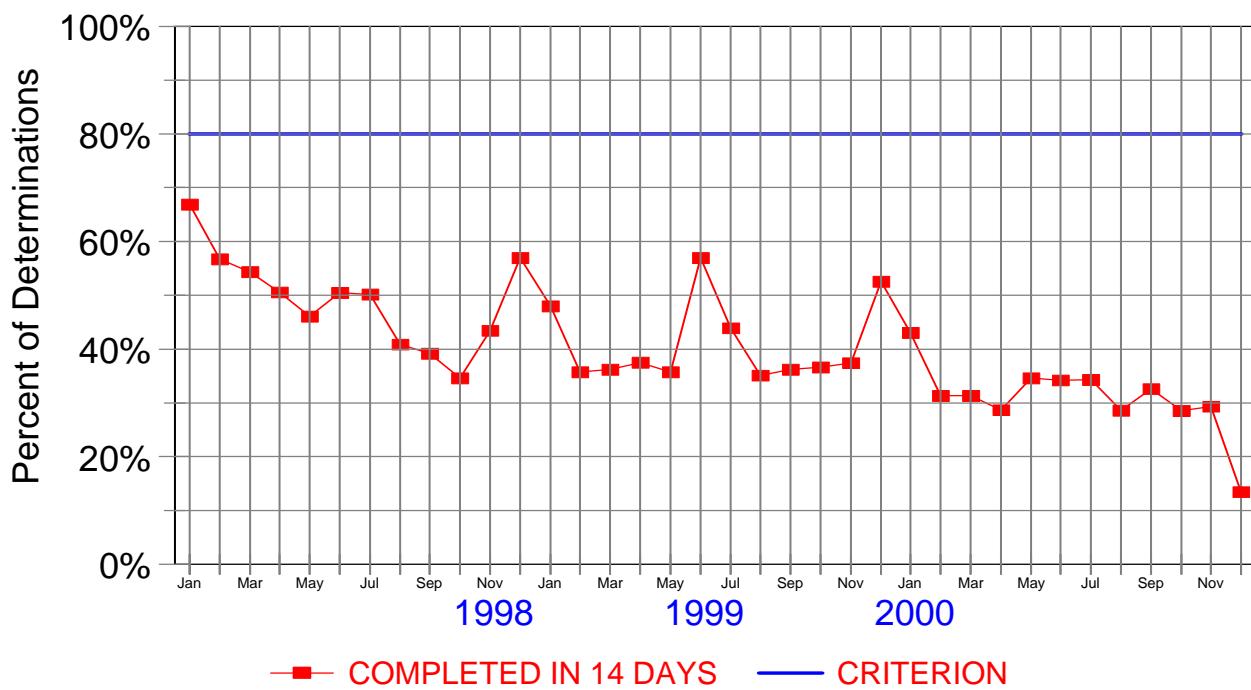


PENNSYLVANIA

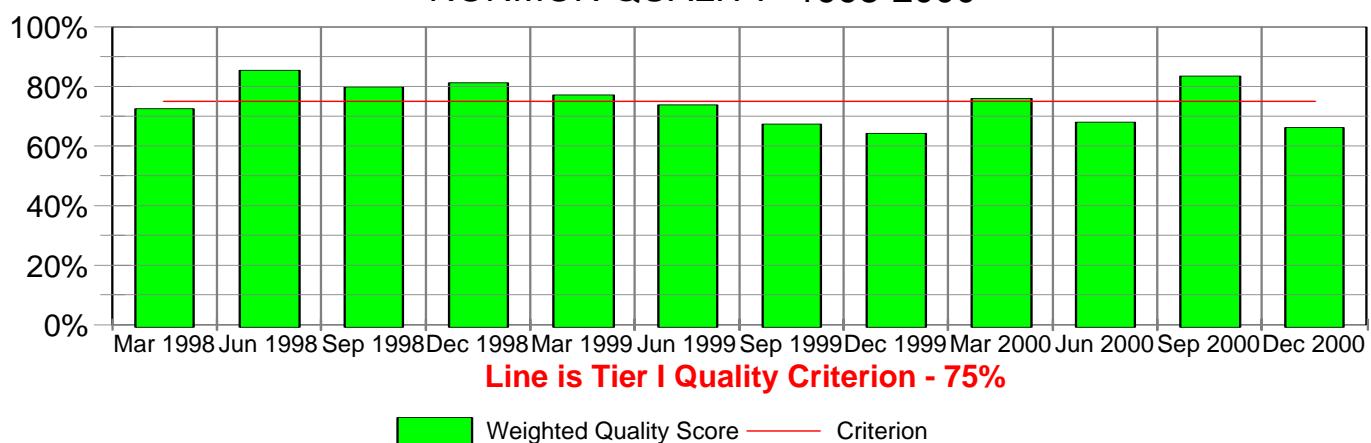
Nonmonetary Determinations Timeliness PA - TIER I - SEPARATIONS - 1998-2000



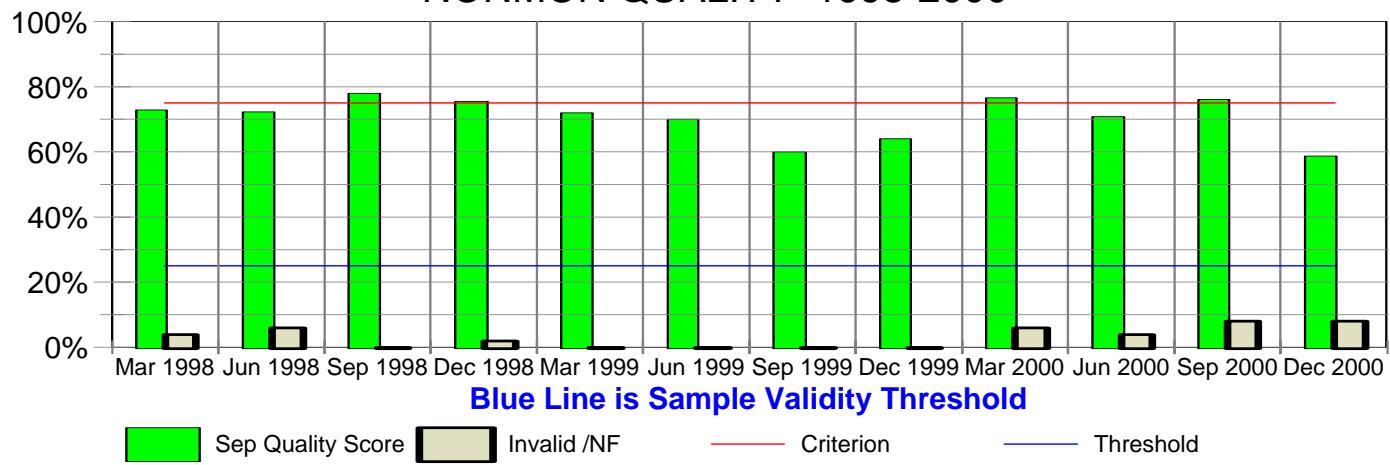
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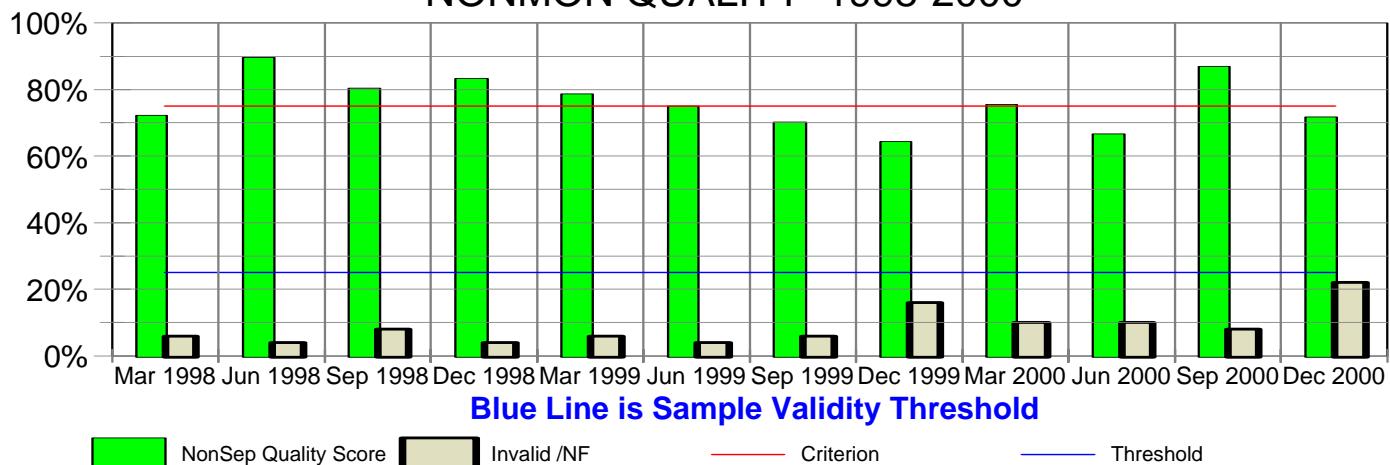
PENNSYLVANIA NONMON QUALITY 1998-2000

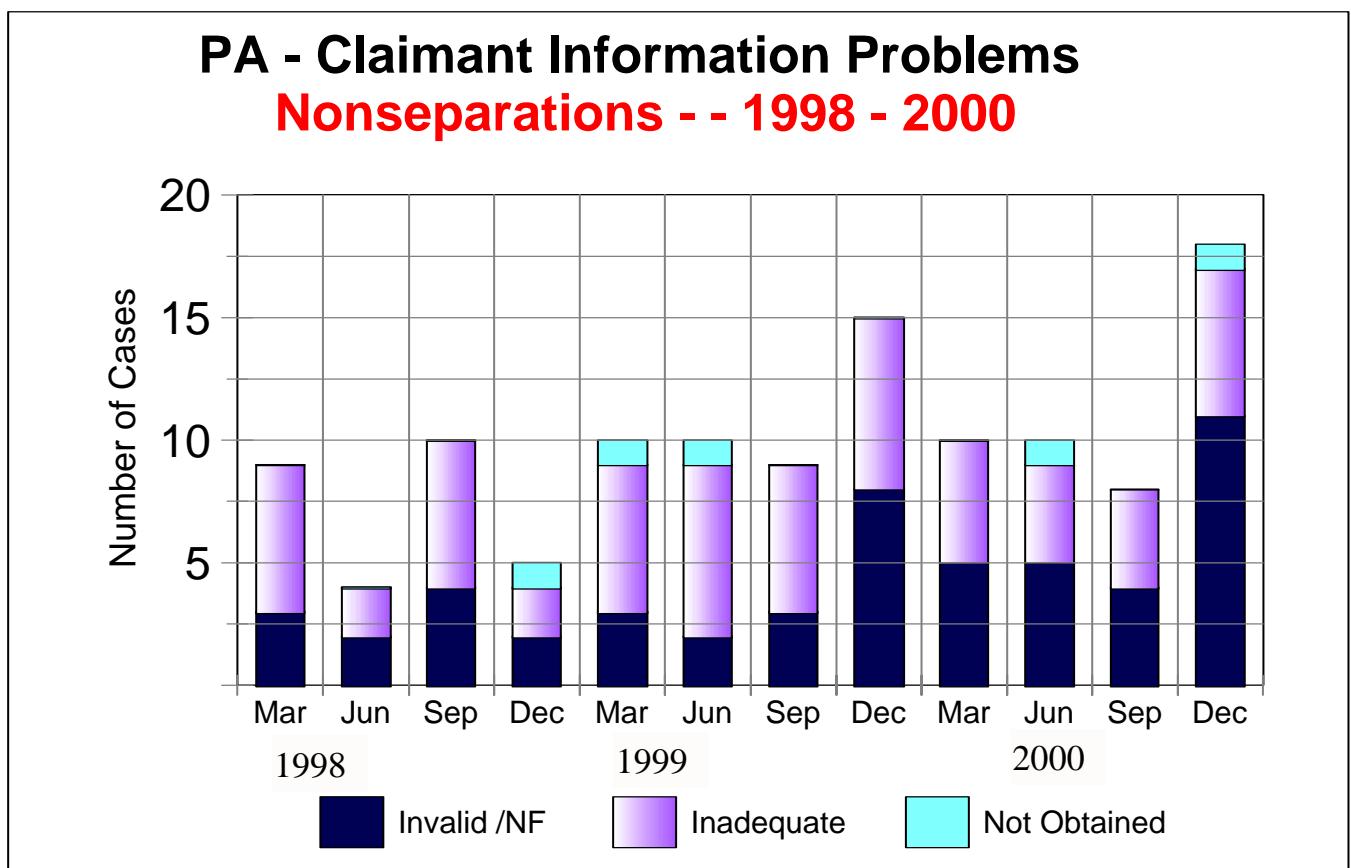
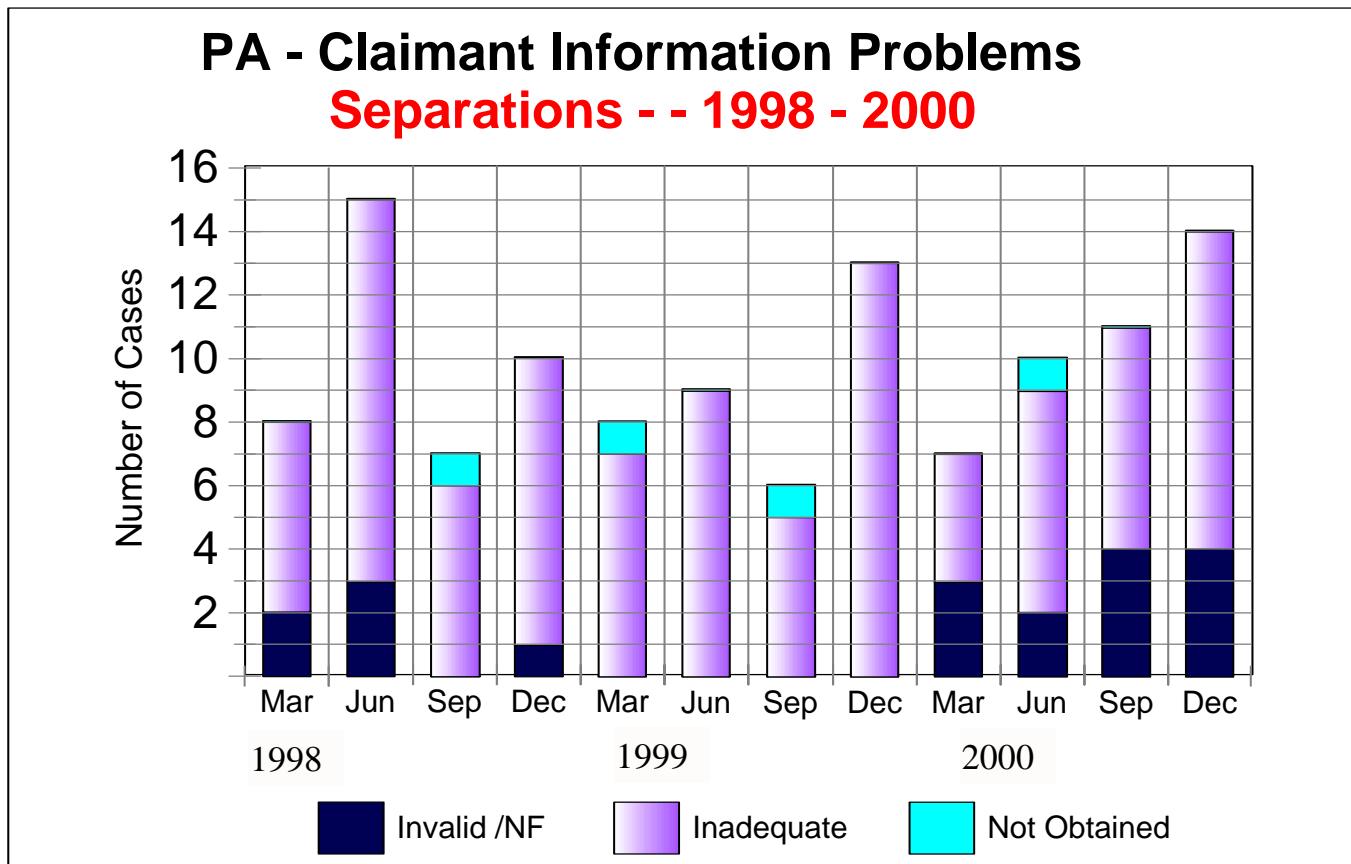


PENNSYLVANIA: SEPARATIONS NONMON QUALITY 1998-2000

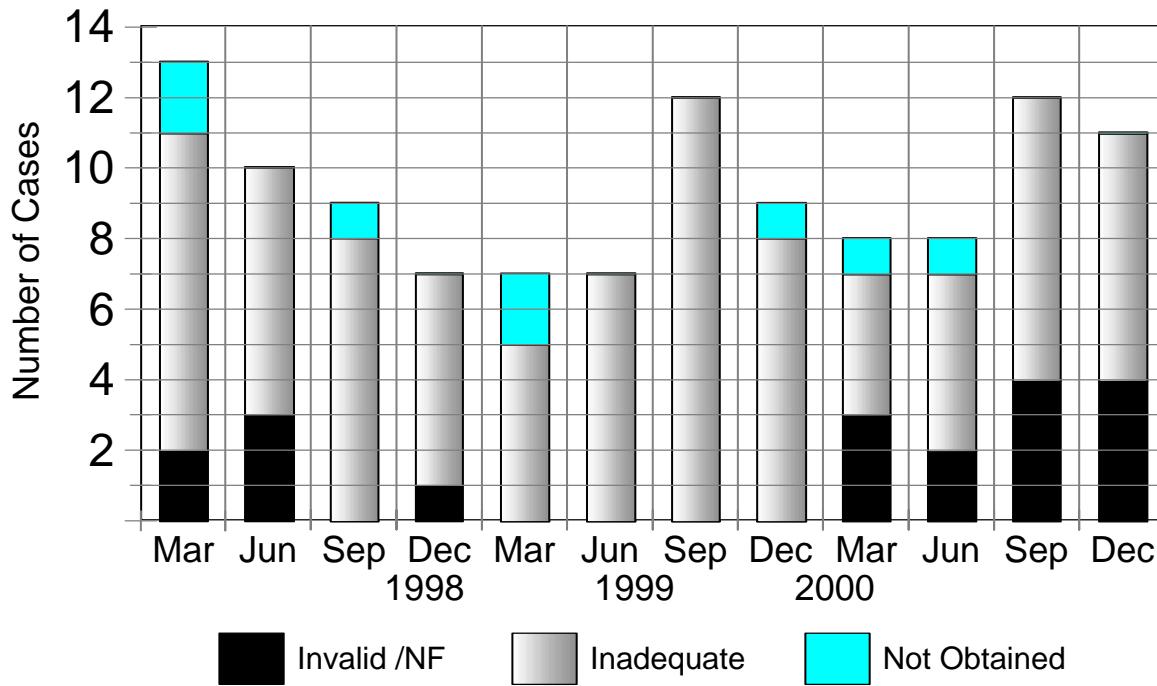


PENNSYLVANIA: NONSEPARATIONS NONMON QUALITY 1998-2000

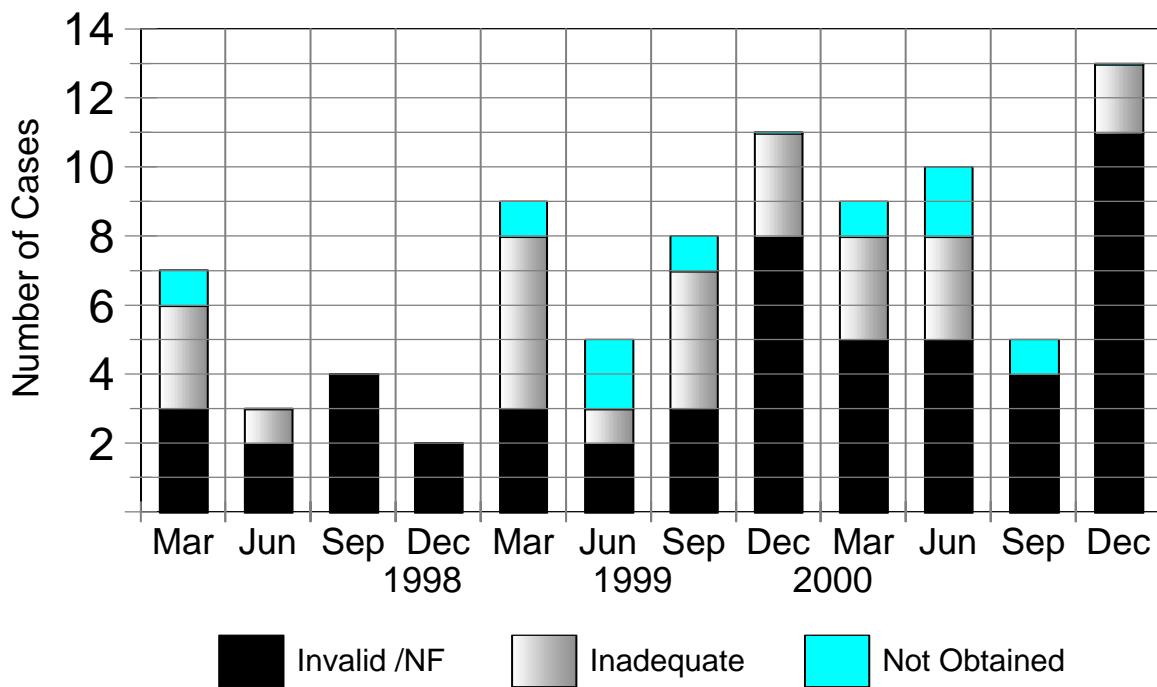




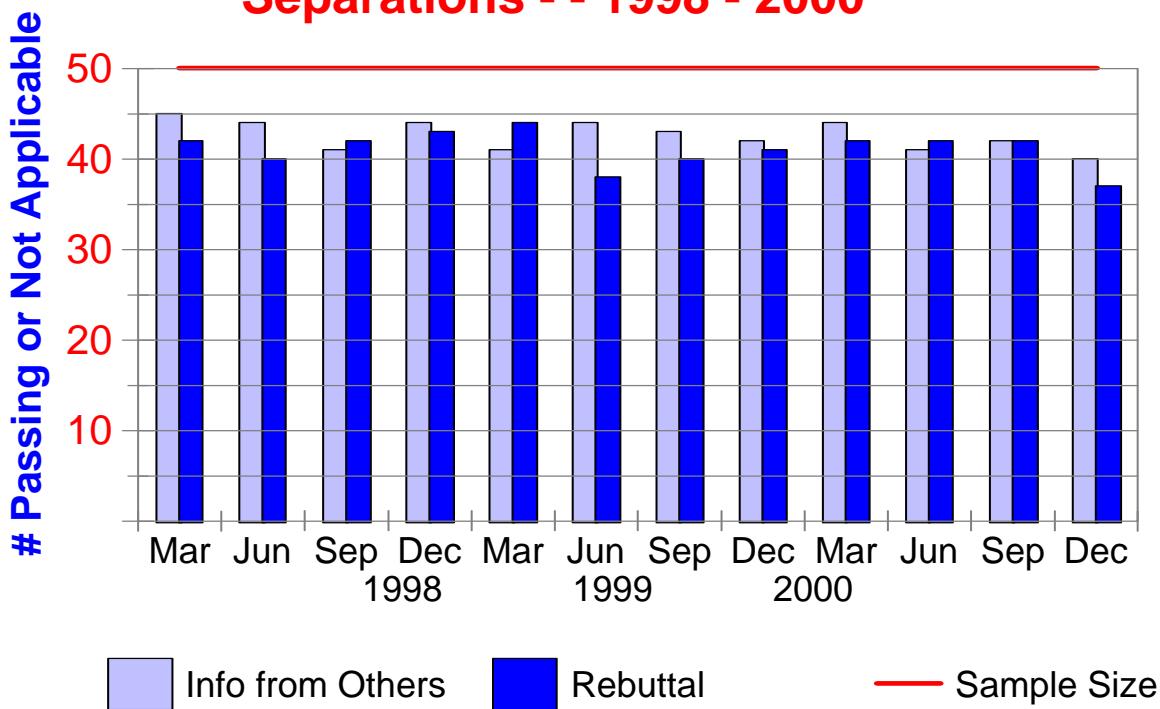
PA - Employer Information Problems Separations - 1998 - 2000



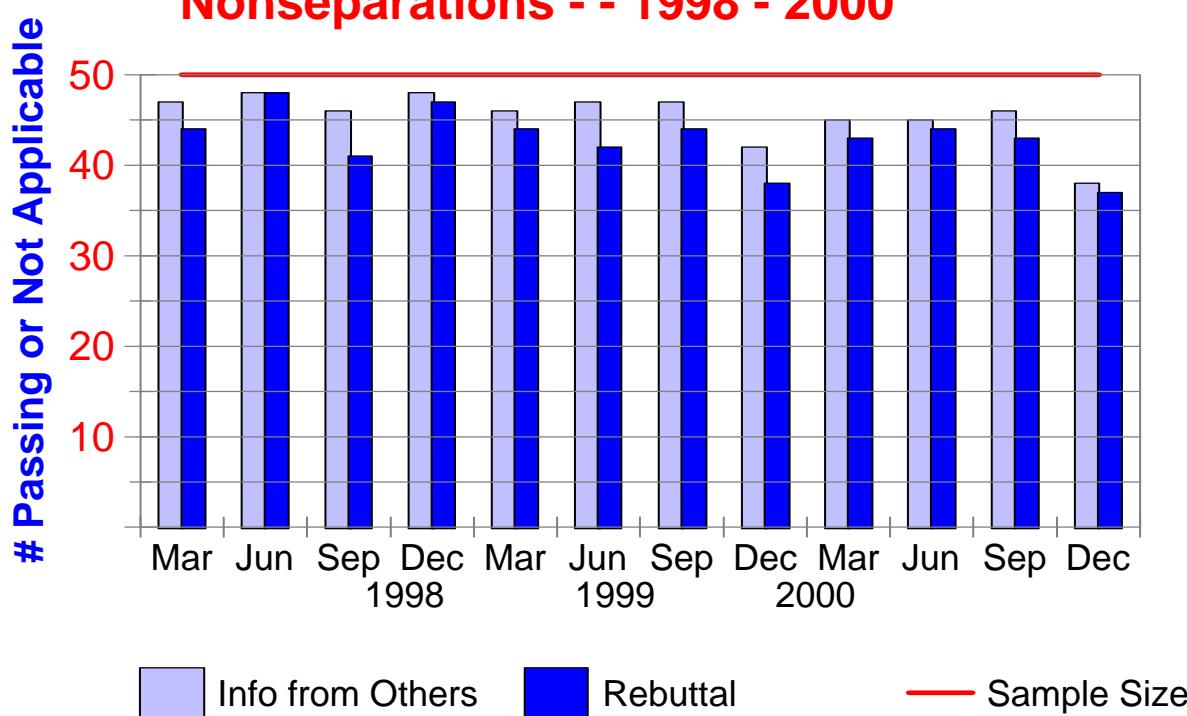
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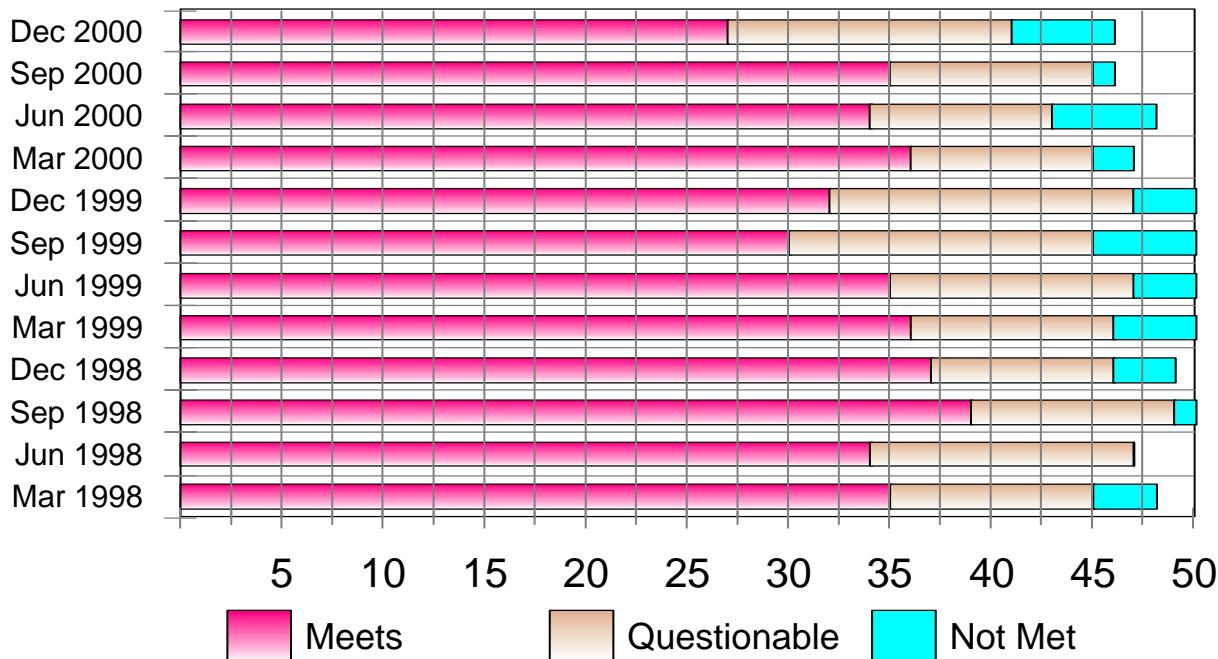
PA- Information from Others & Rebuttal Separations - - 1998 - 2000



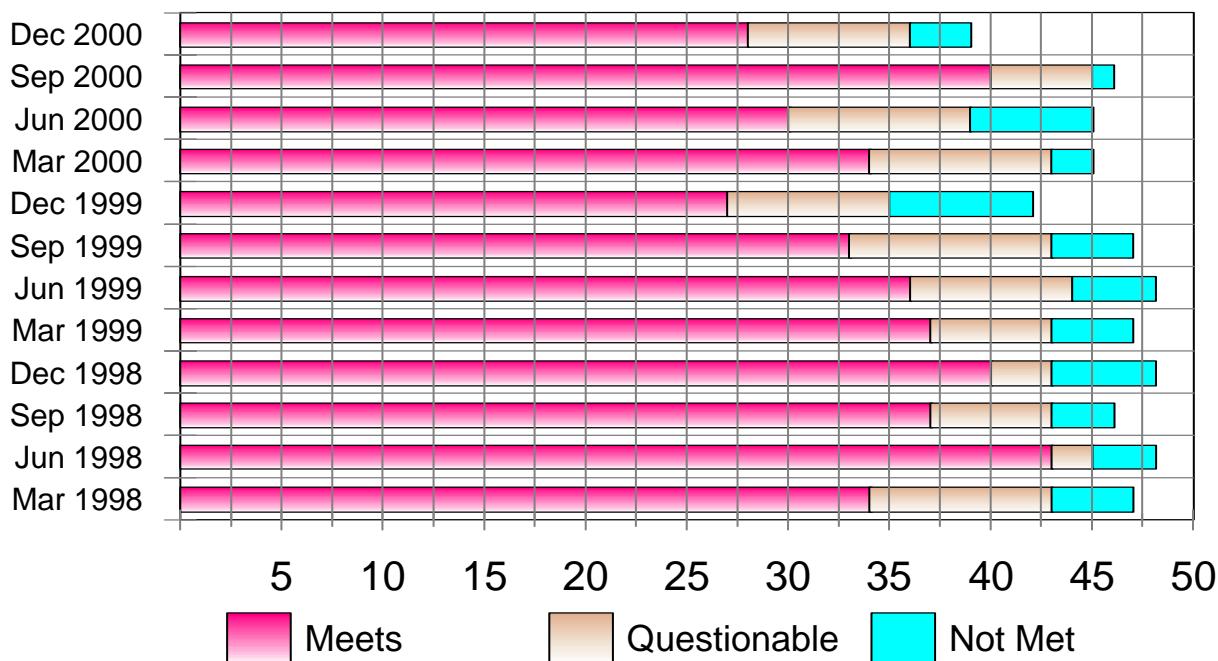
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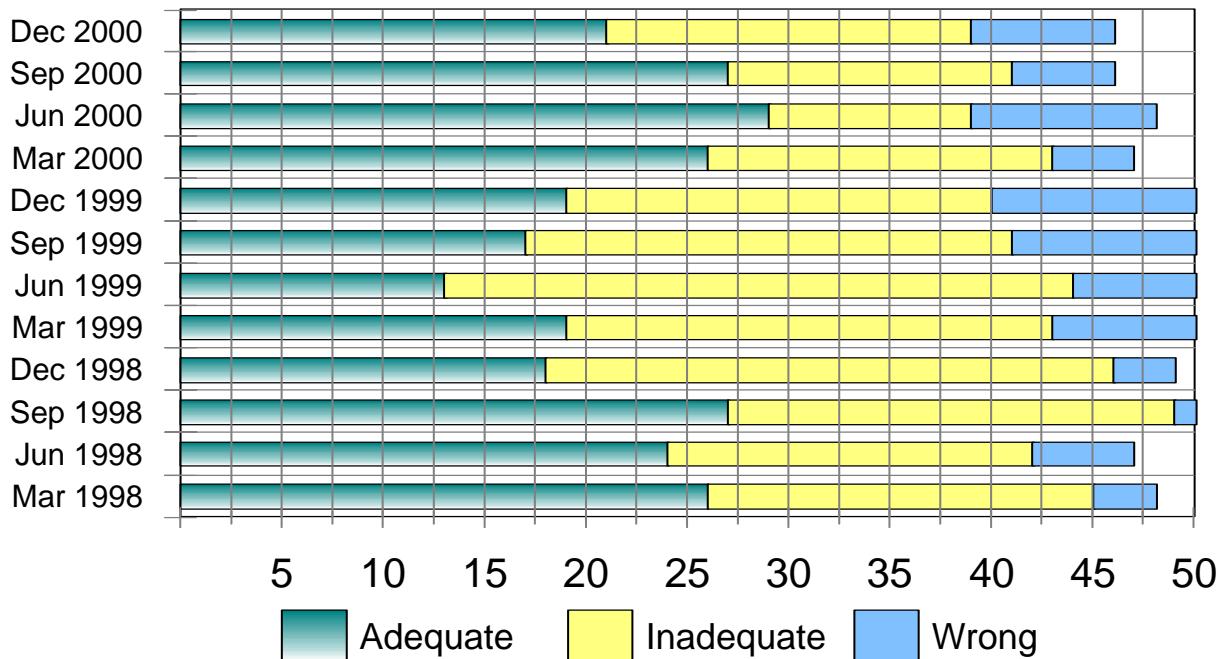
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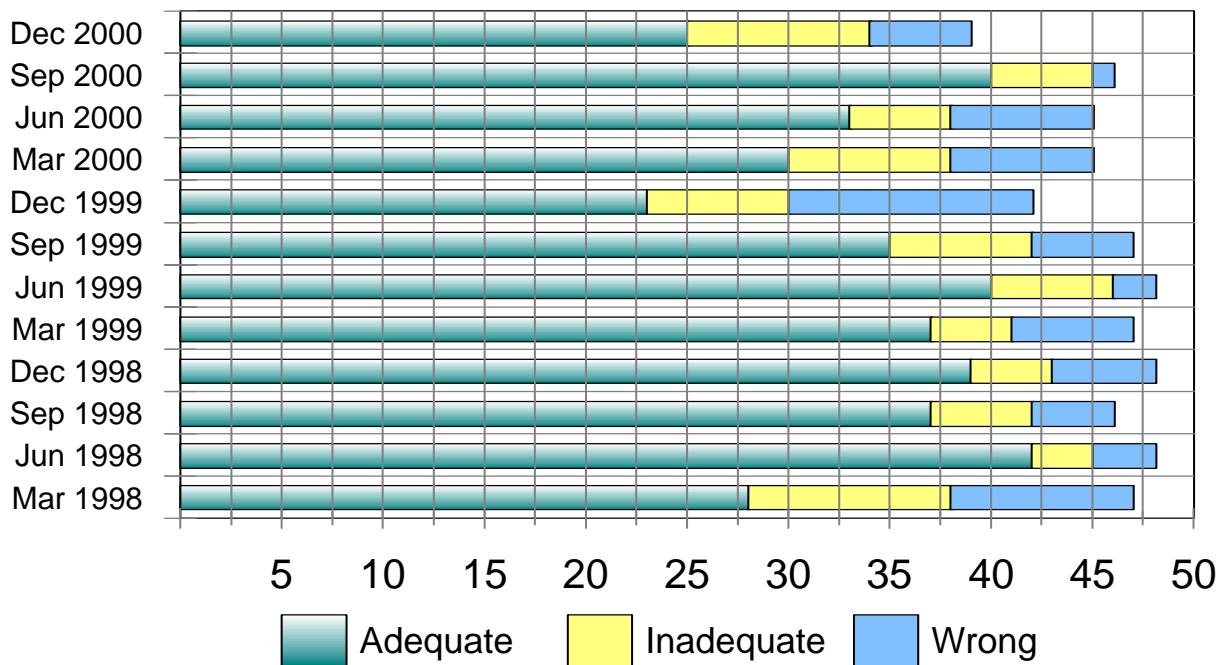
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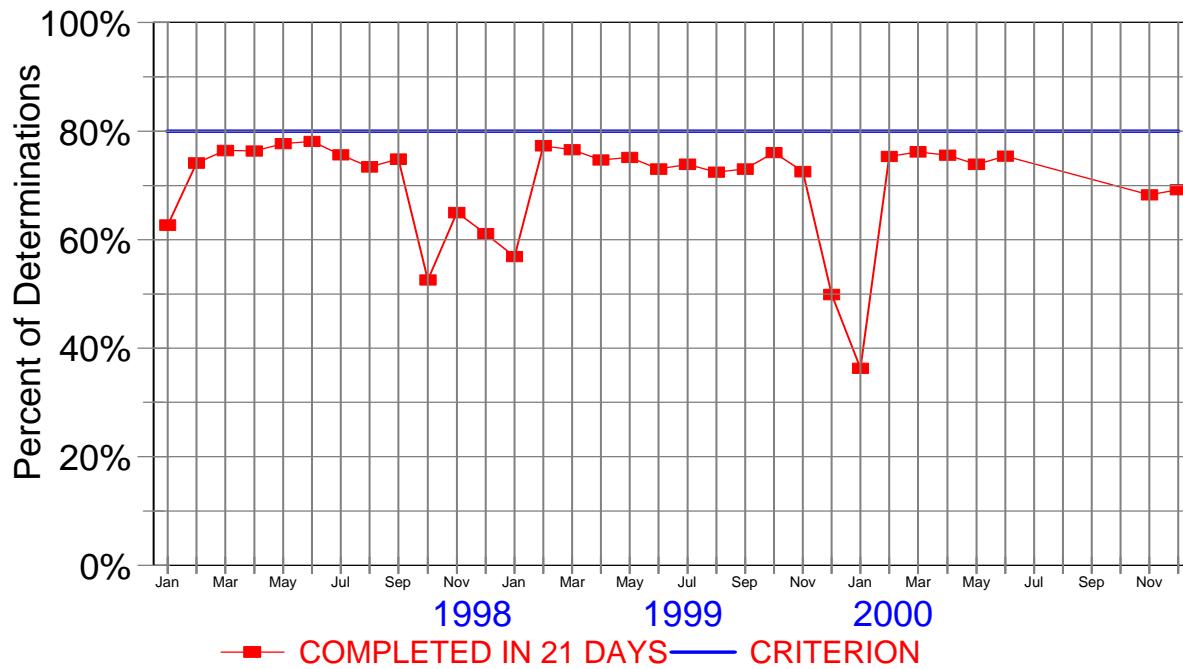
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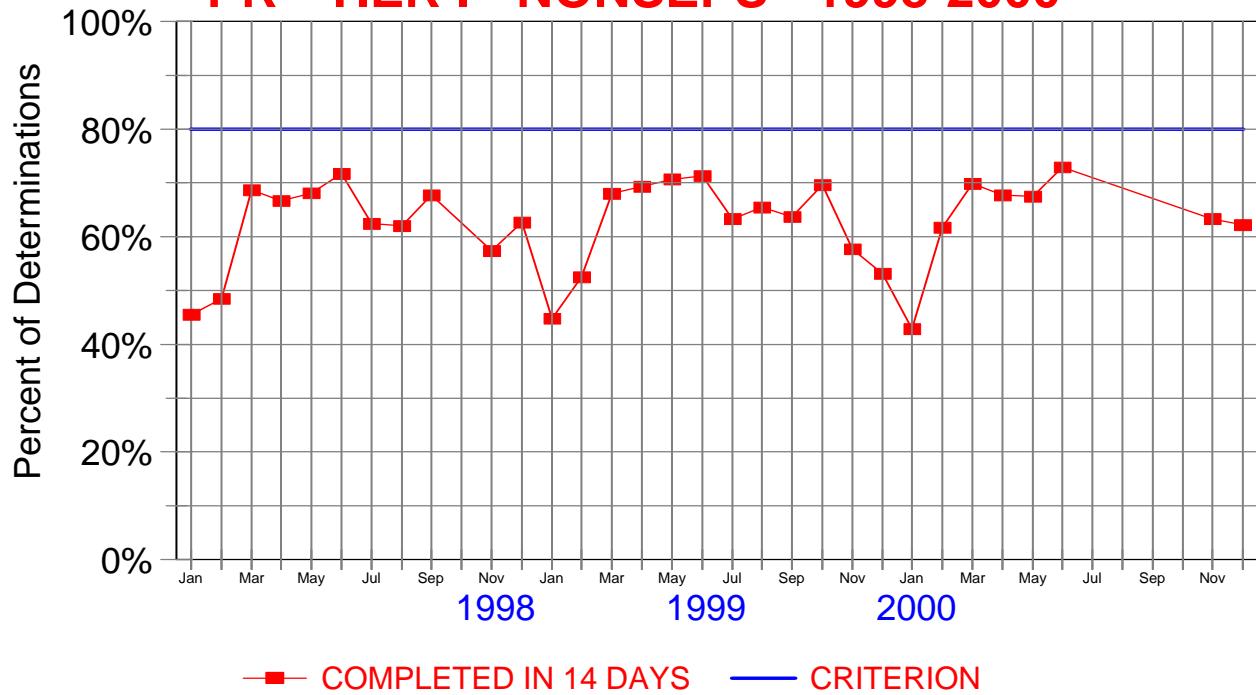
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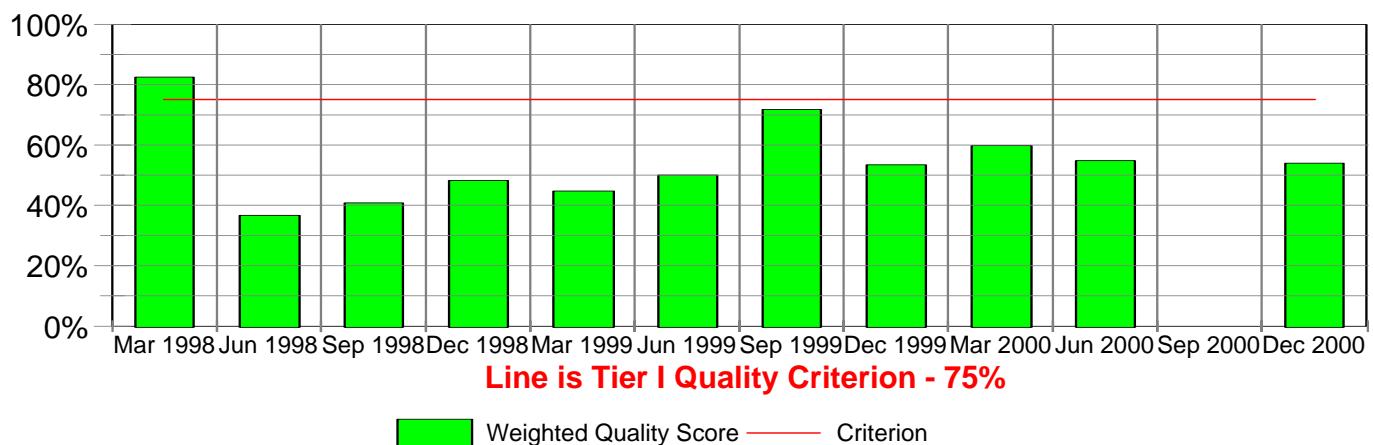
Nonmonetary Determinations Timeliness PR - TIER I - SEPARATIONS - 1998-2000



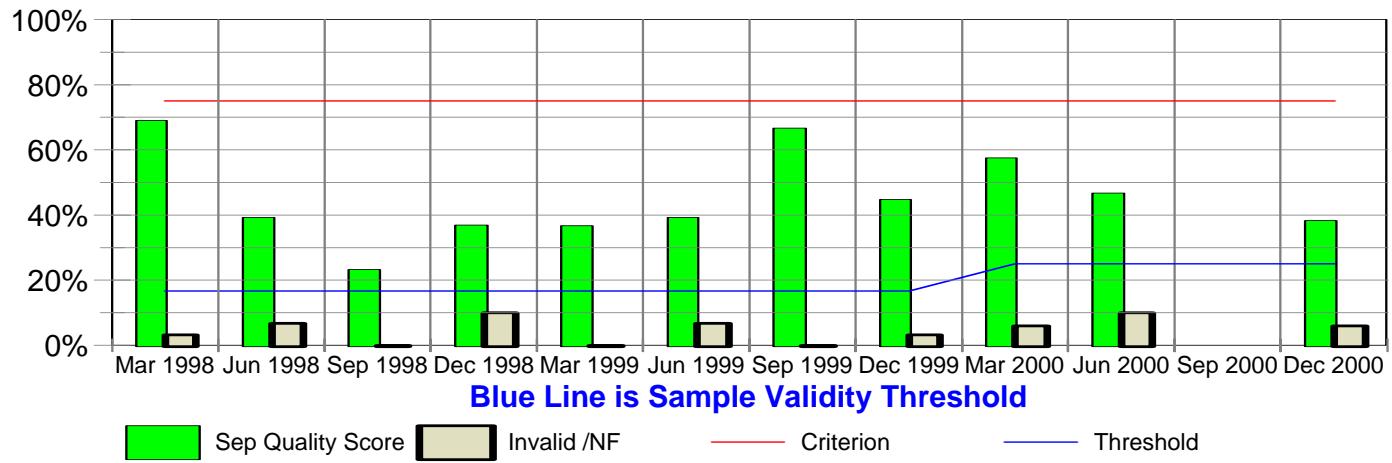
Nonmonetary Determinations Timeliness PR - TIER I - NONSEPS - 1998-2000



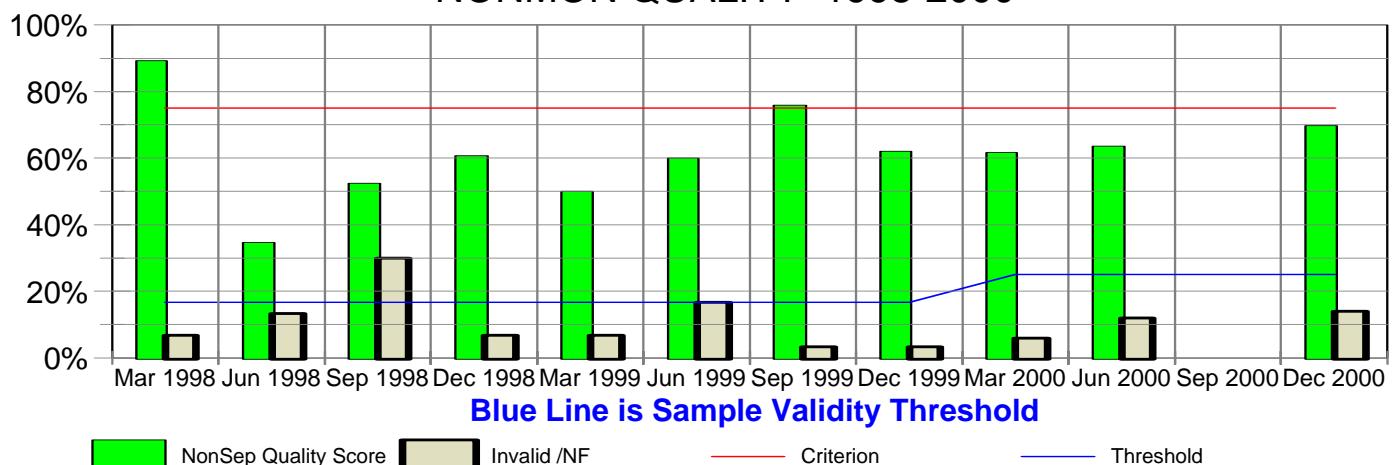
PUERTO RICO NONMON QUALITY 1998-2000

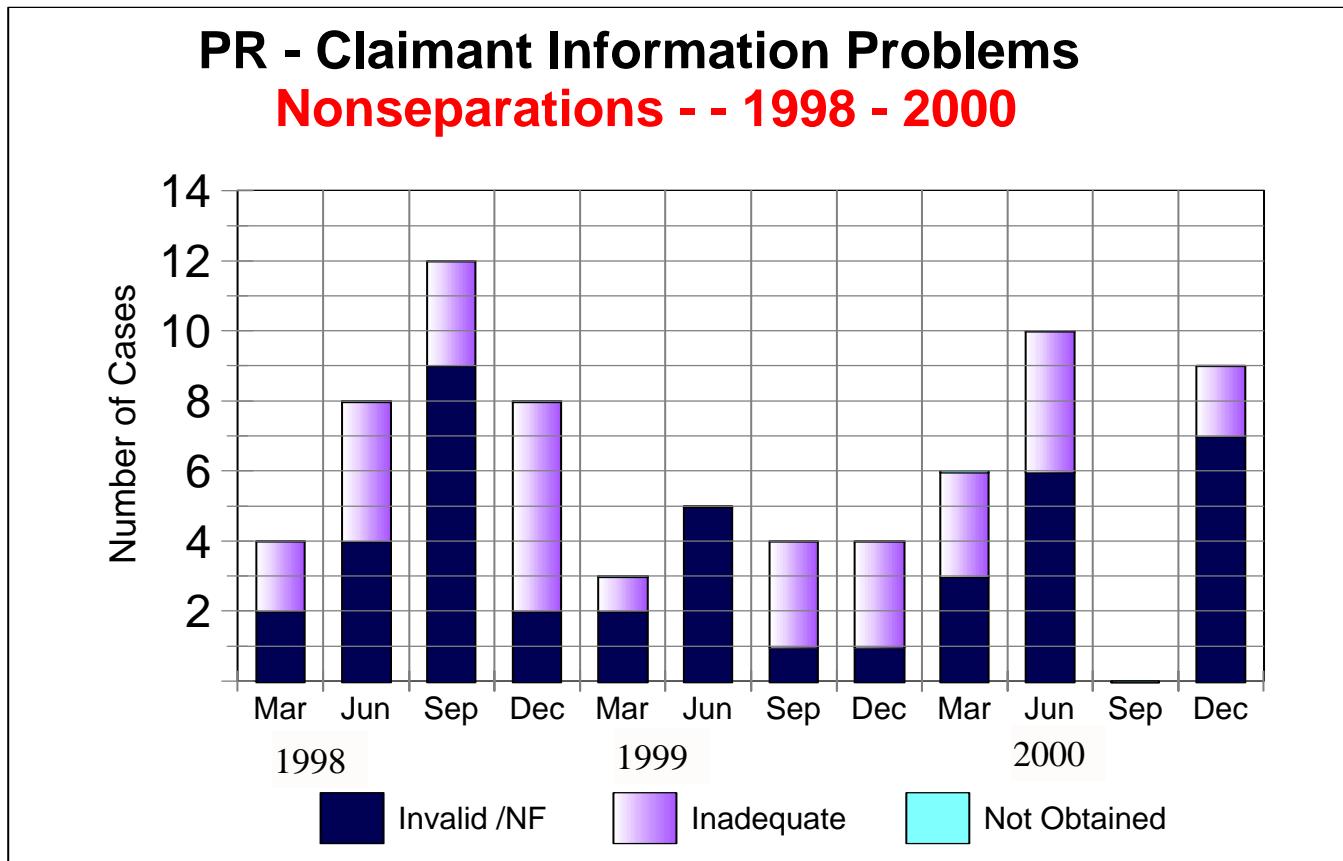
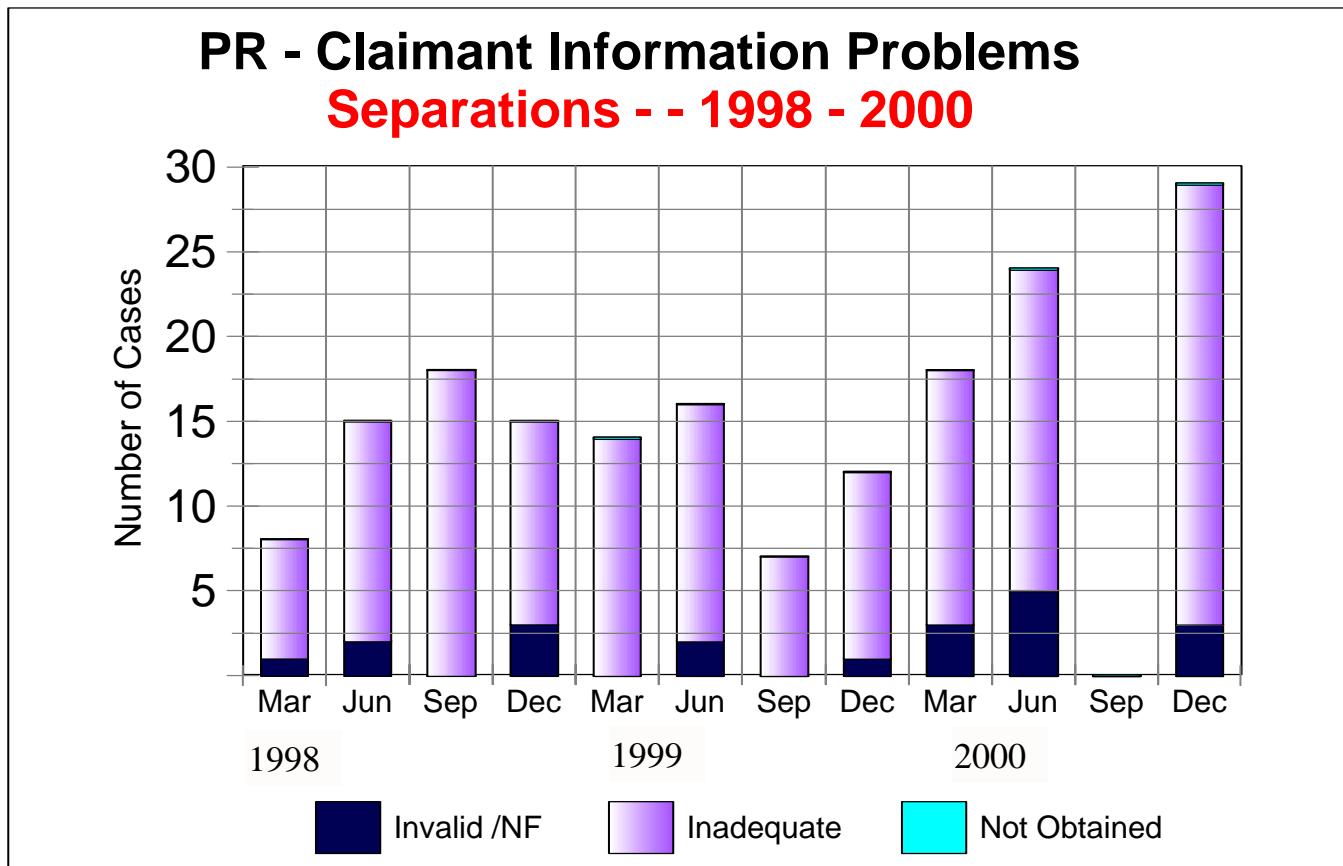


PUERTO RICO: SEPARATIONS NONMON QUALITY 1998-2000

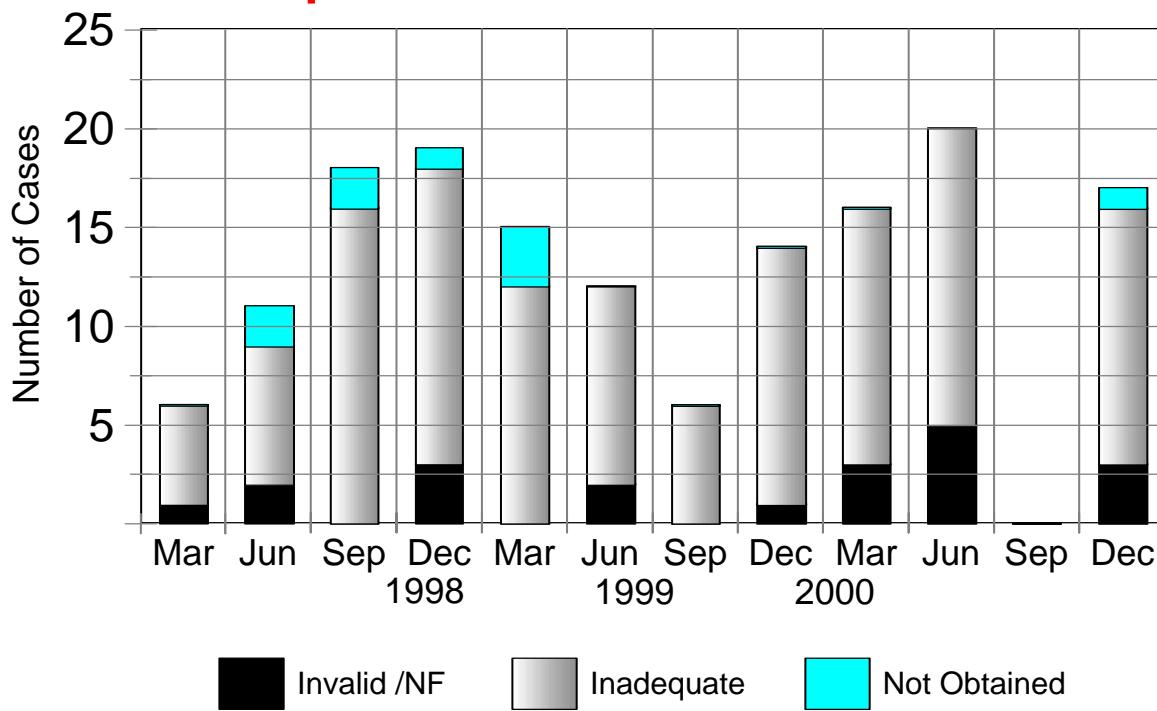


PUERTO RICO: NONSEPARATIONS NONMON QUALITY 1998-2000

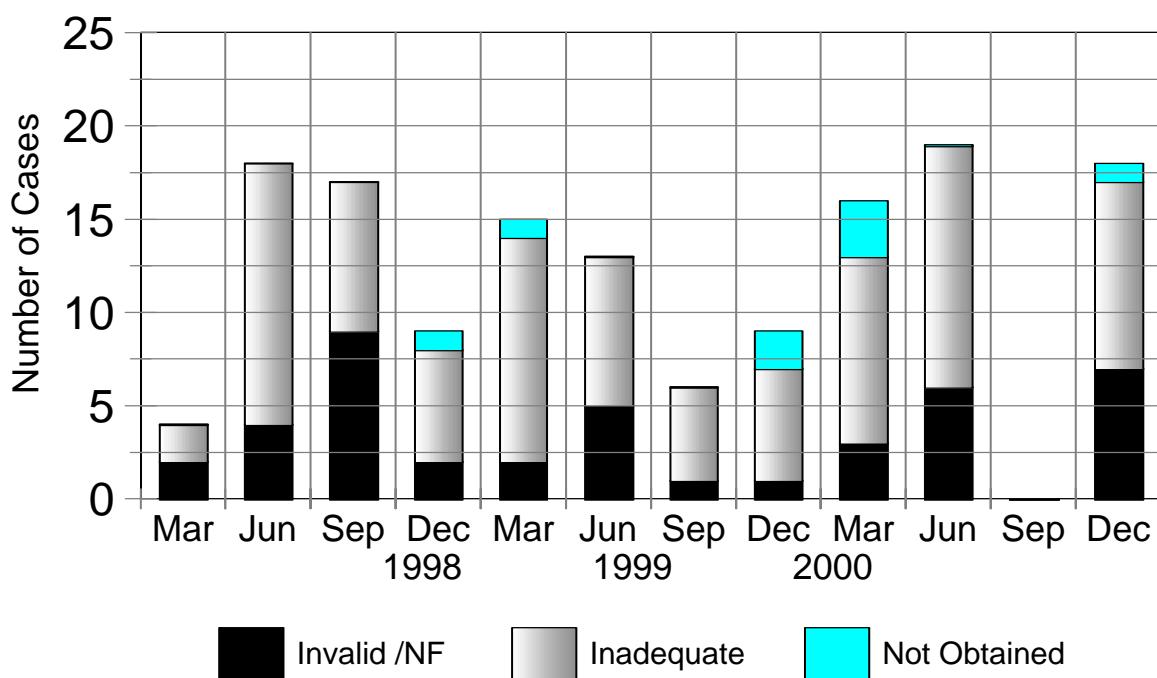




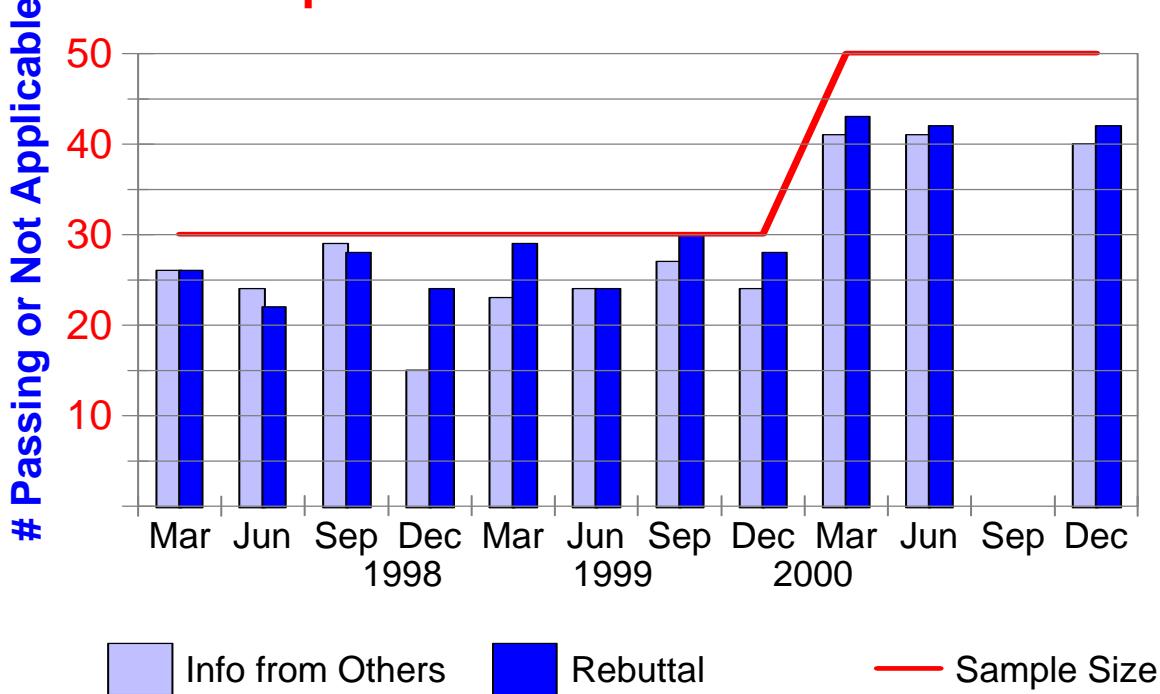
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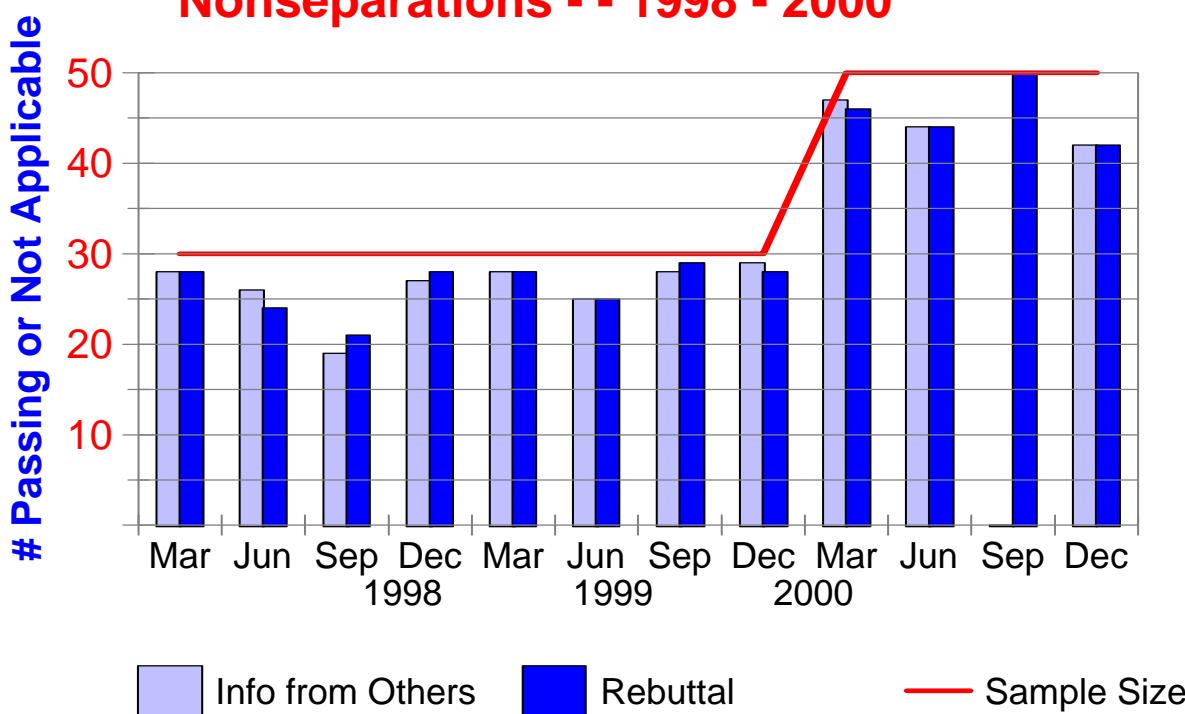
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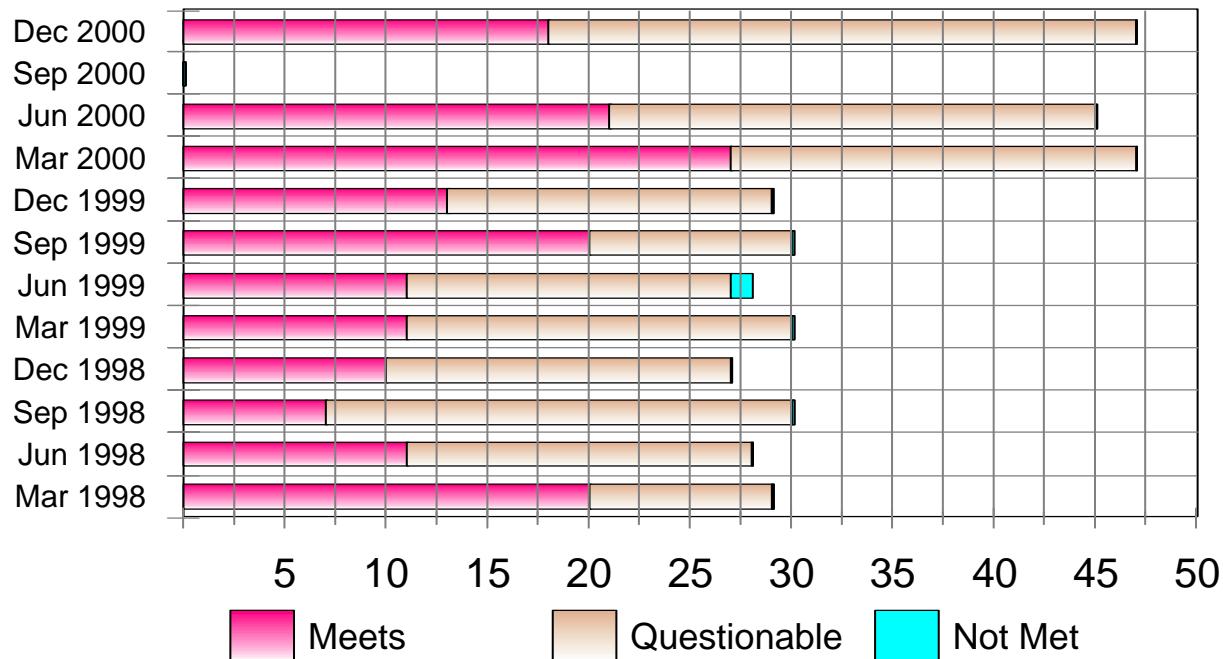
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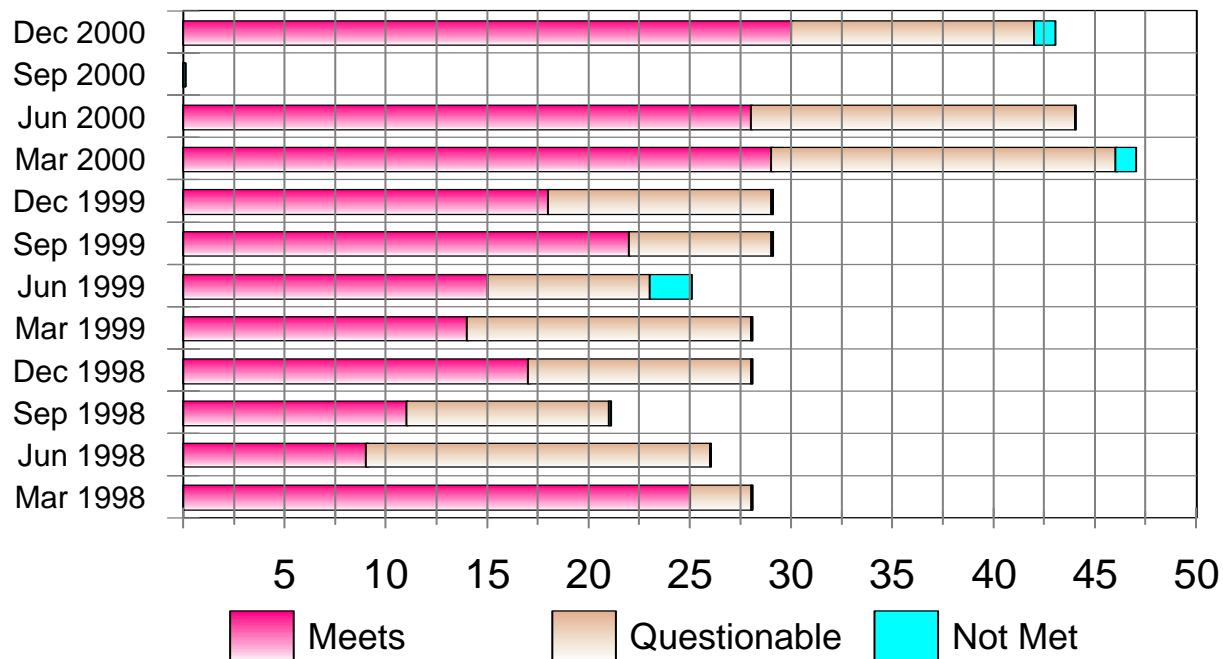
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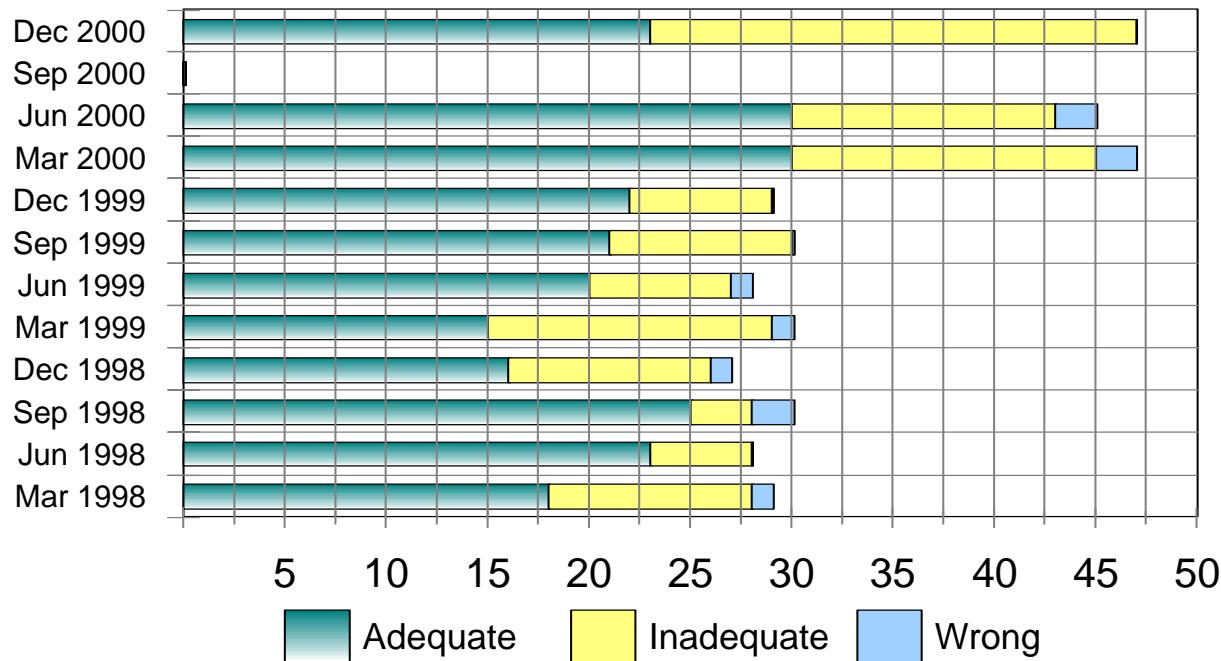
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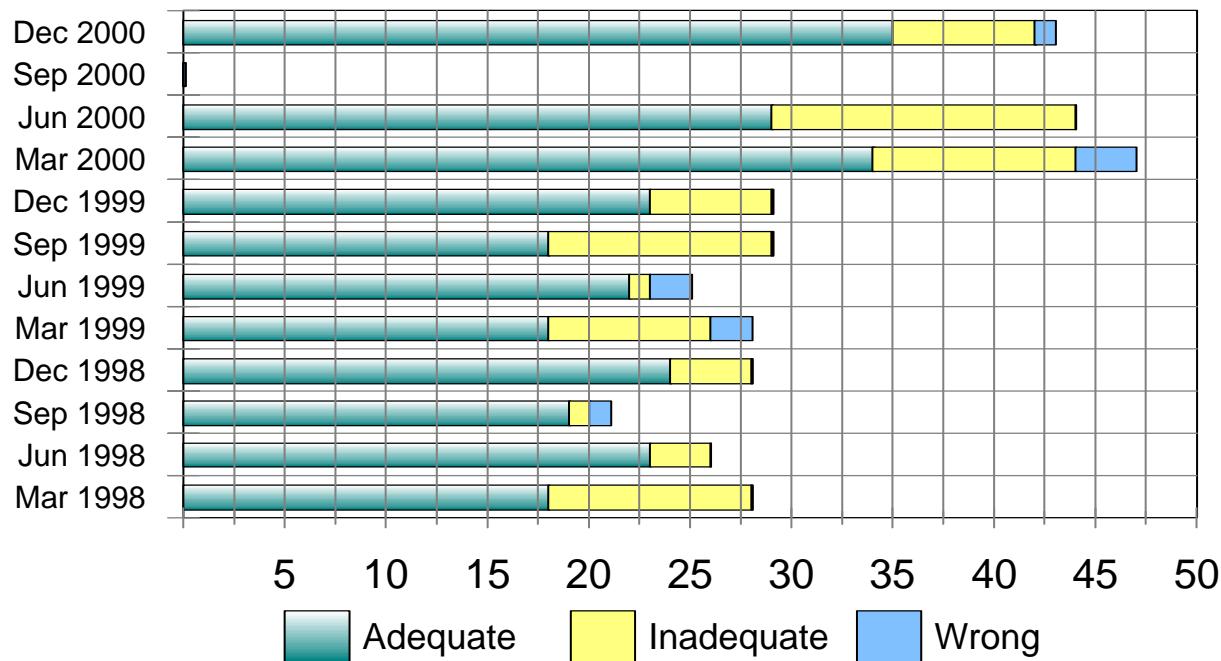
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PR - Written Determination - Results Separations - - 1998 - 2000

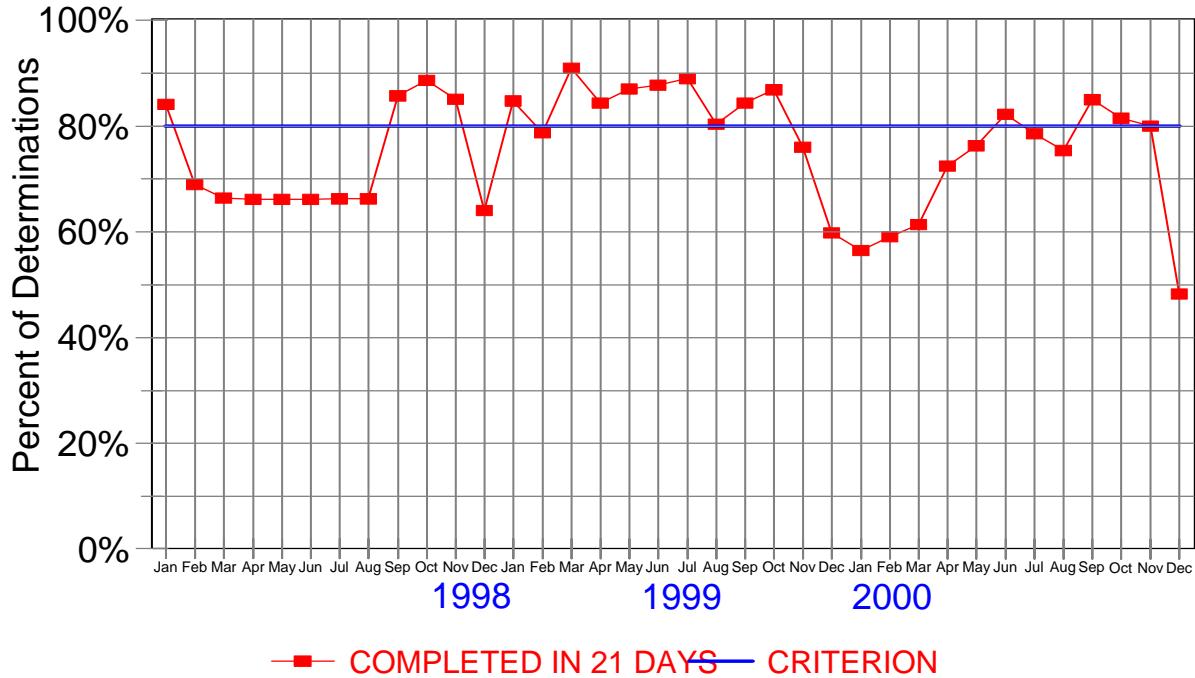


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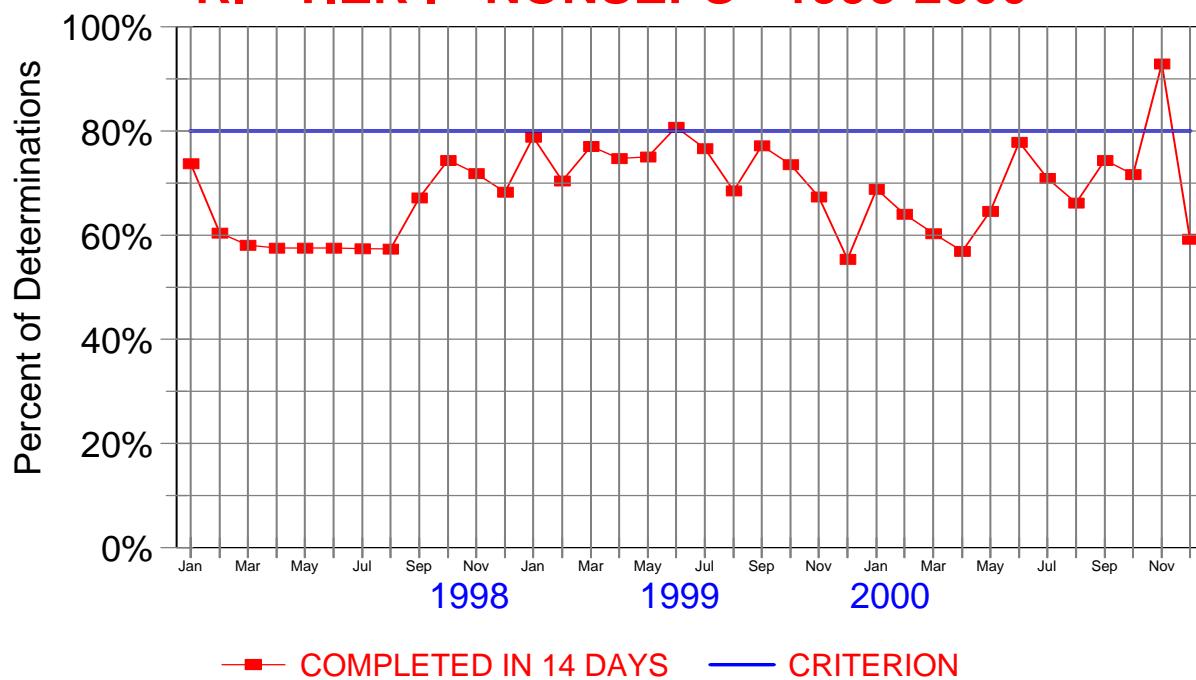


RHODE ISLAND

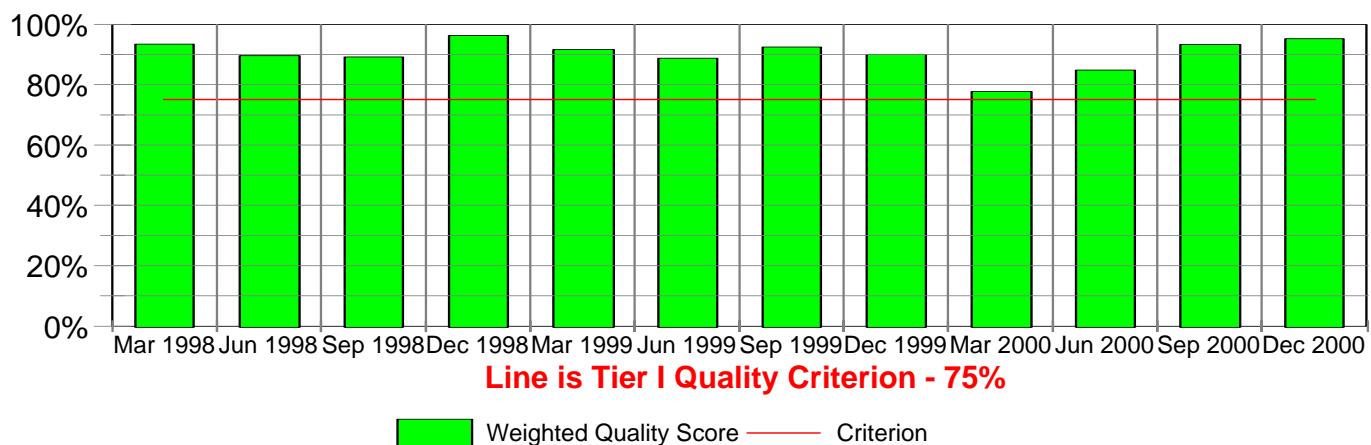
Nonmonetary Determinations Timeliness RI - TIER I - SEPARATIONS - 1998-2000



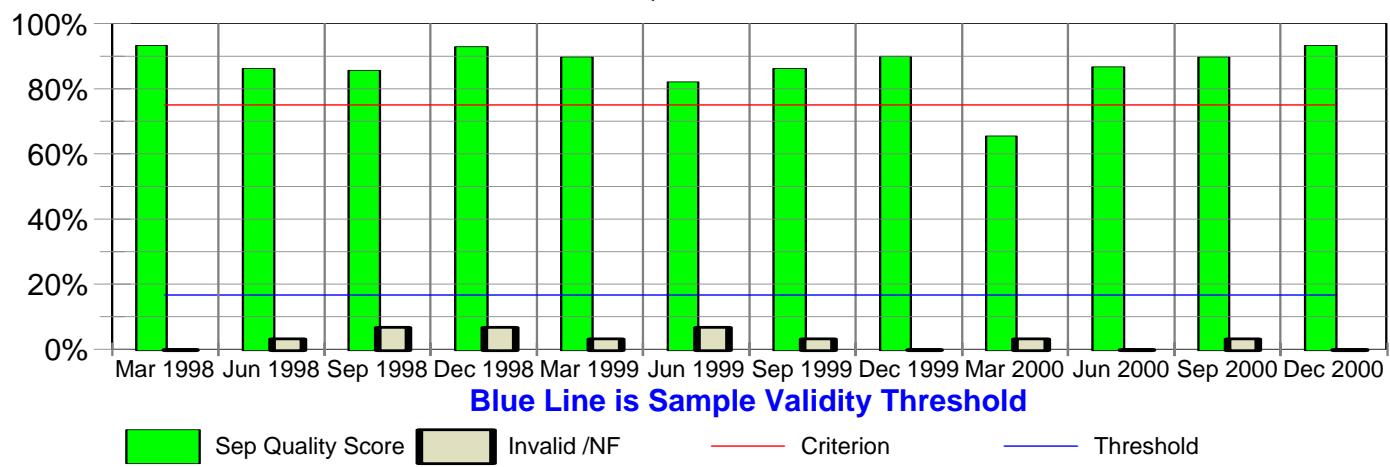
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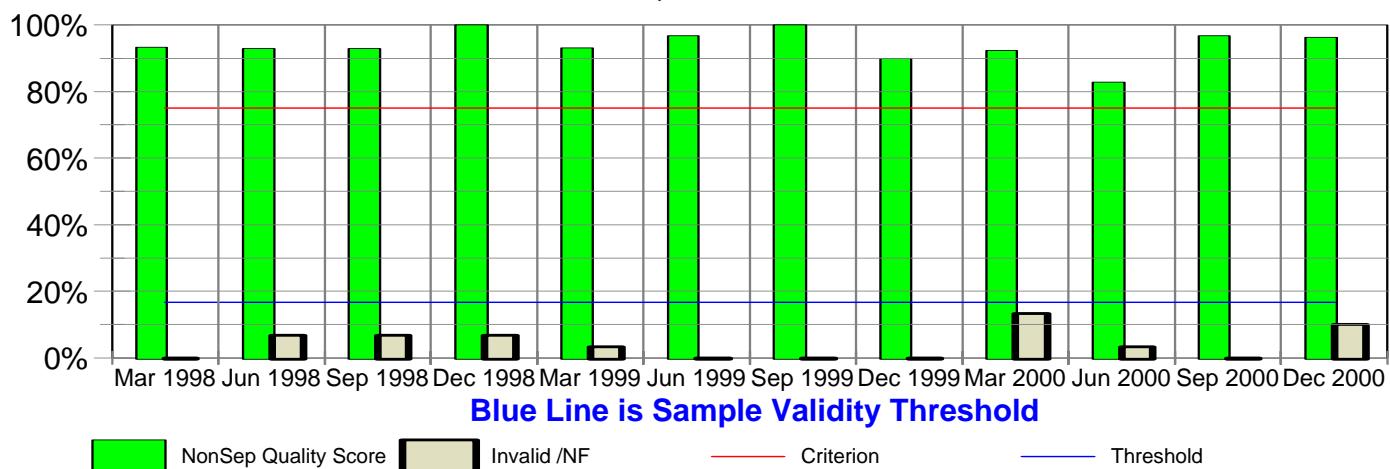
RHODE ISLAND NONMON QUALITY 1998-2000



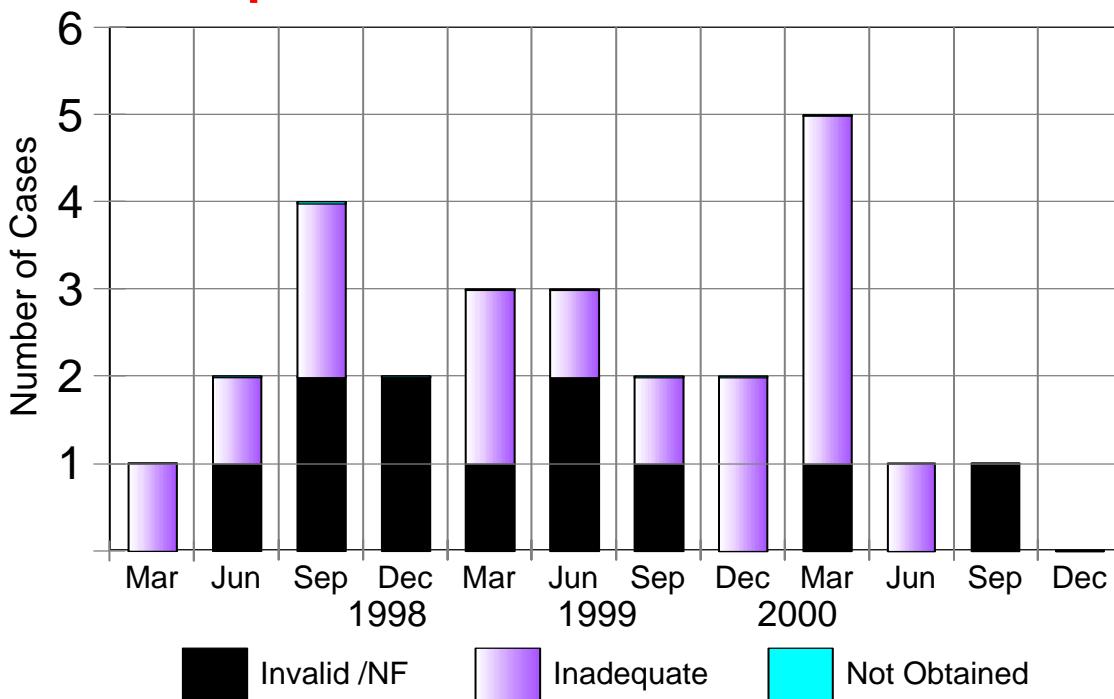
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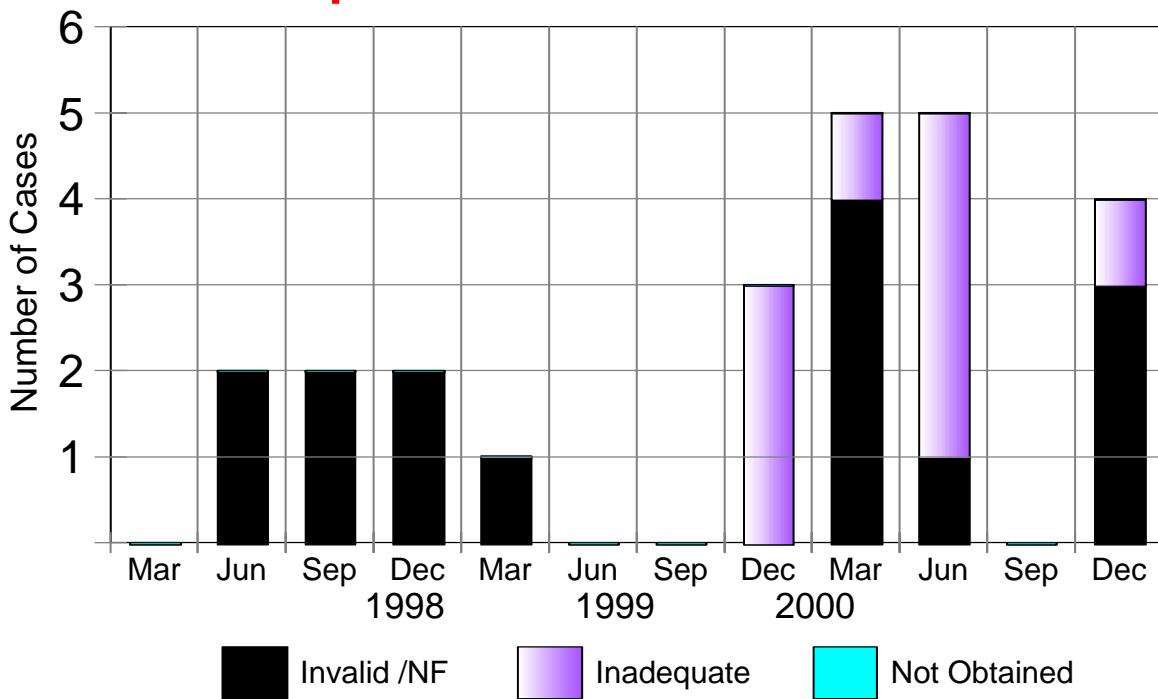
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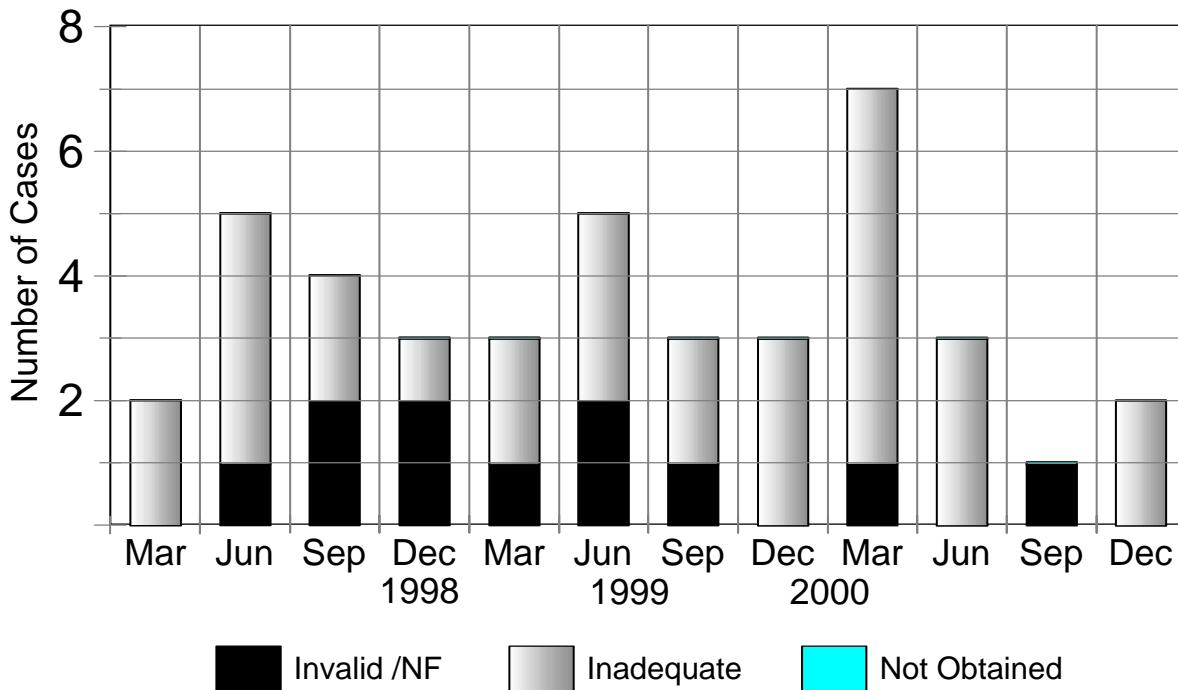
RI - Claimant Information Problems Separations - - 1998 - 2000



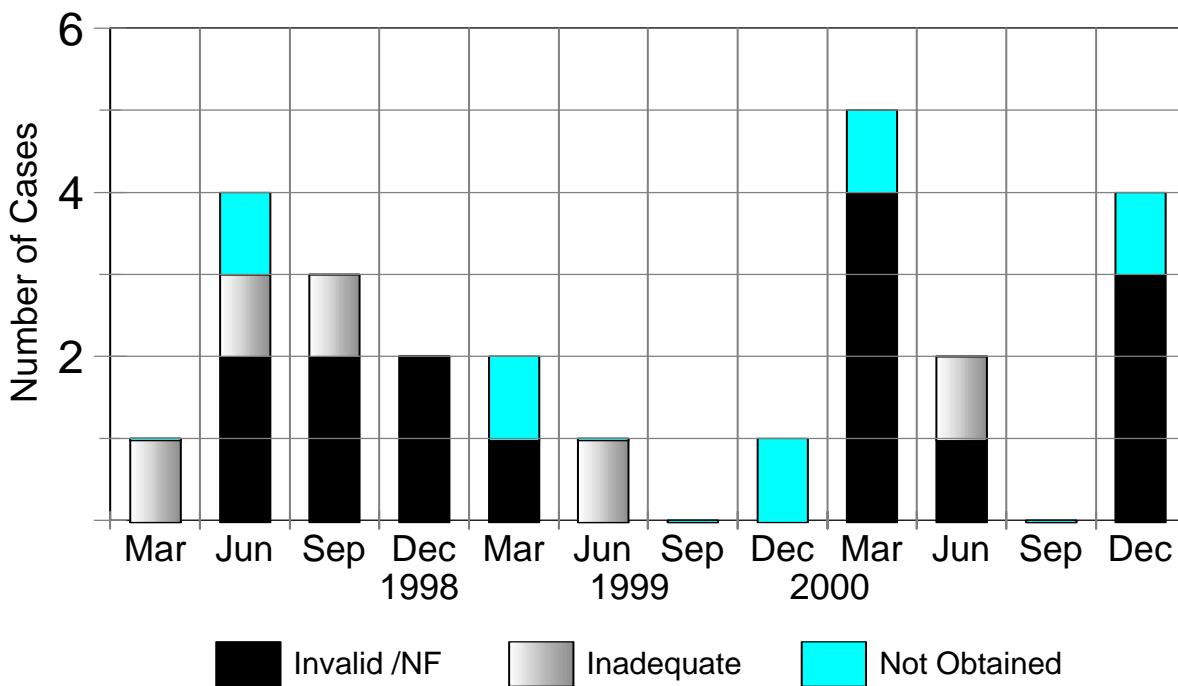
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RI - Employer Information Problems Separations - 1998 - 2000

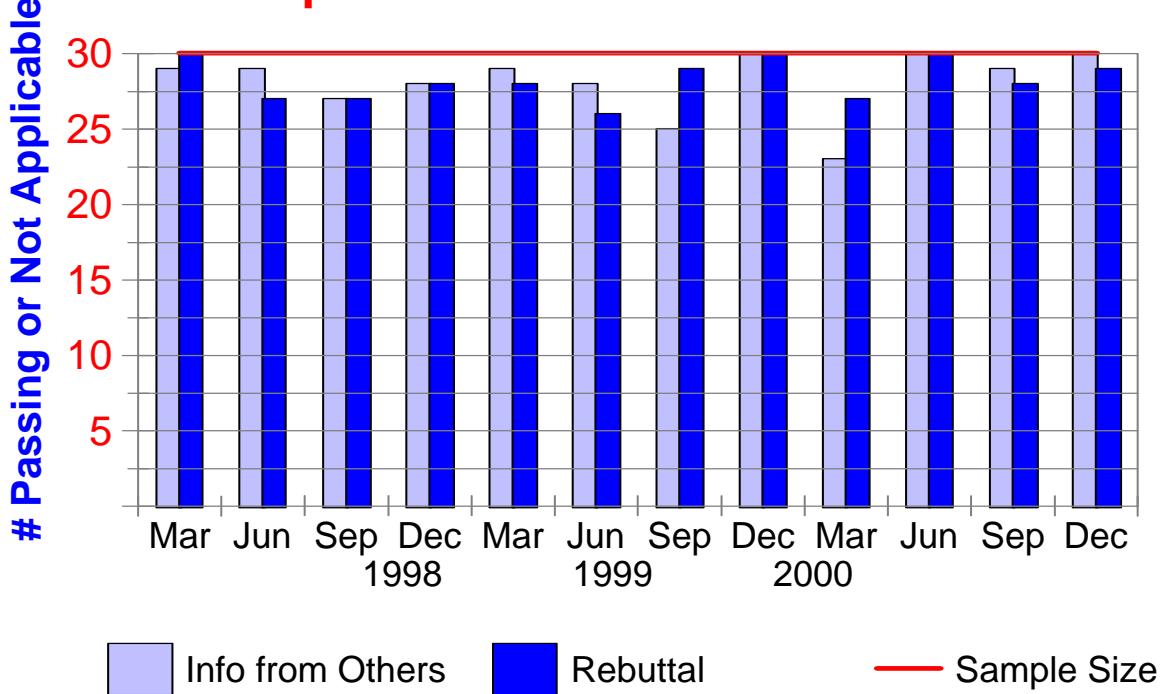


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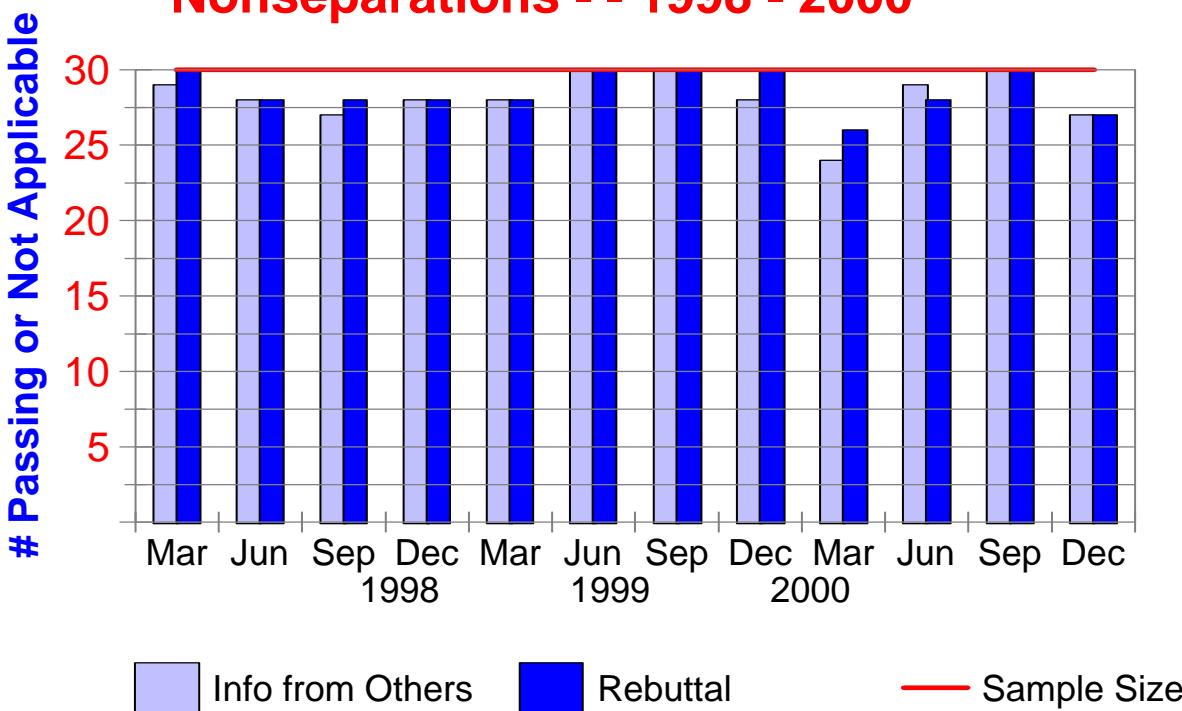
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Separations - - 1998 - 2000

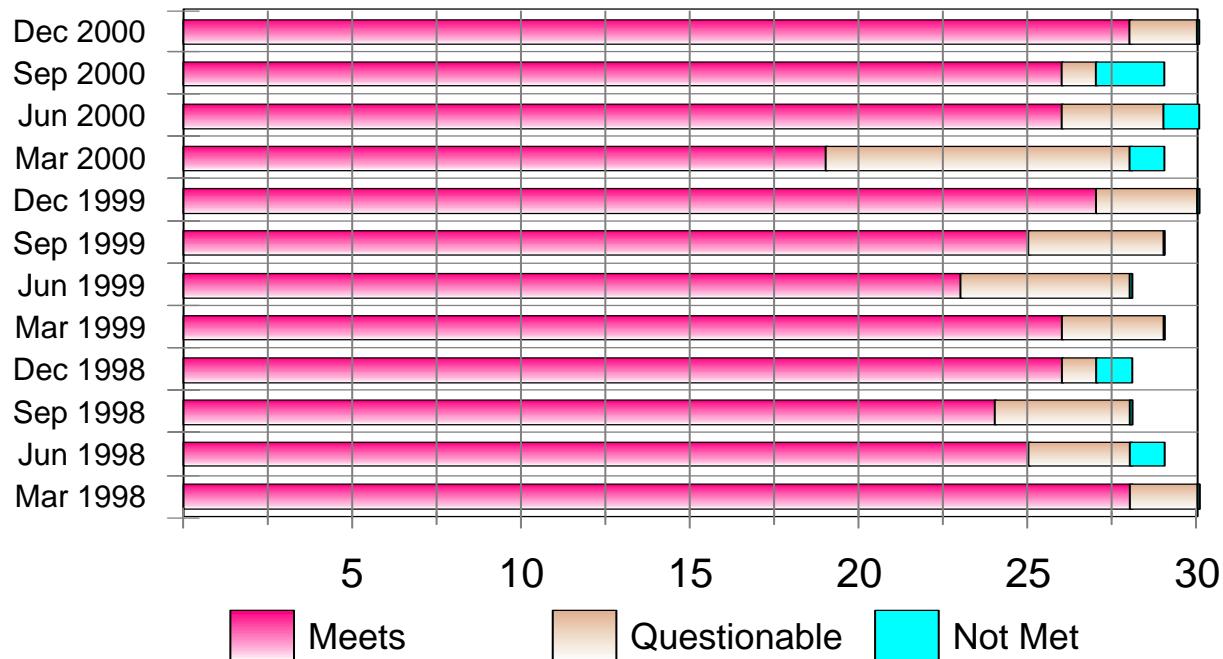


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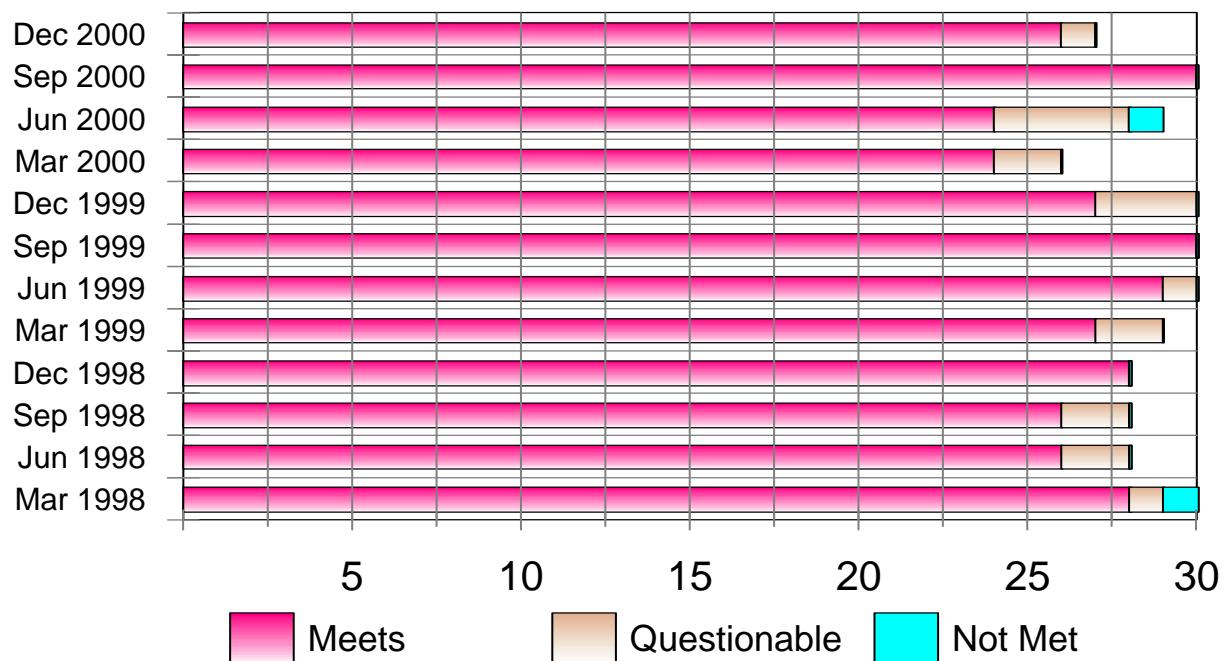
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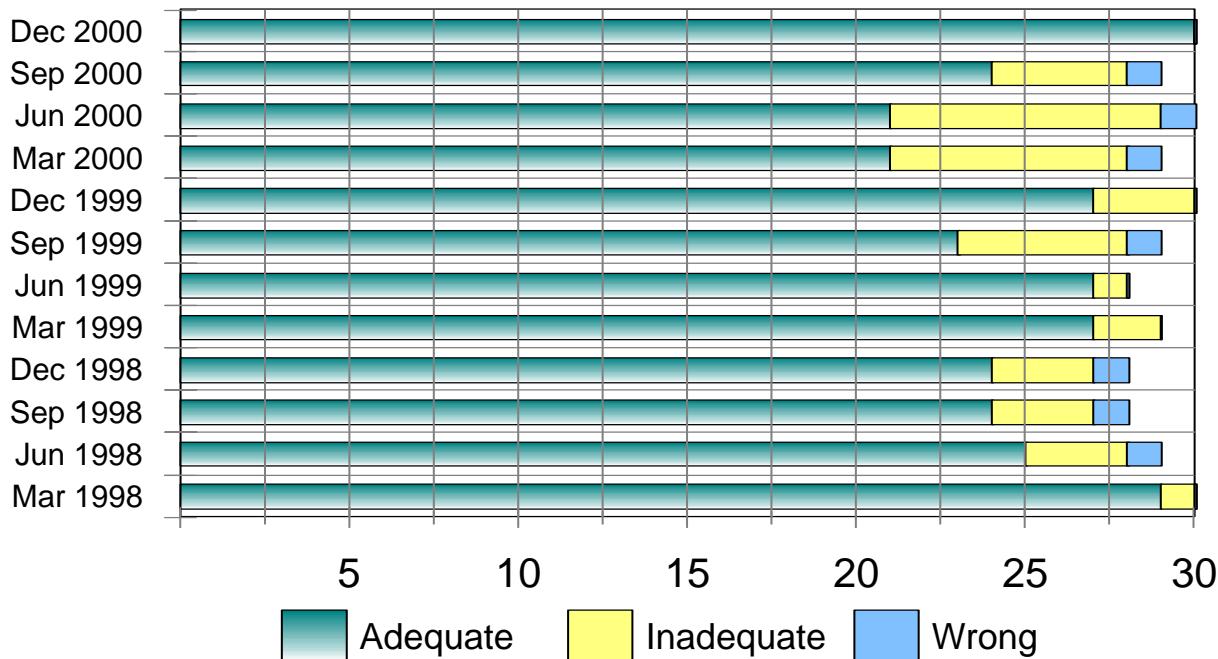
RI - Meets Law & Policy - Results Separations - - 1998 - 2000



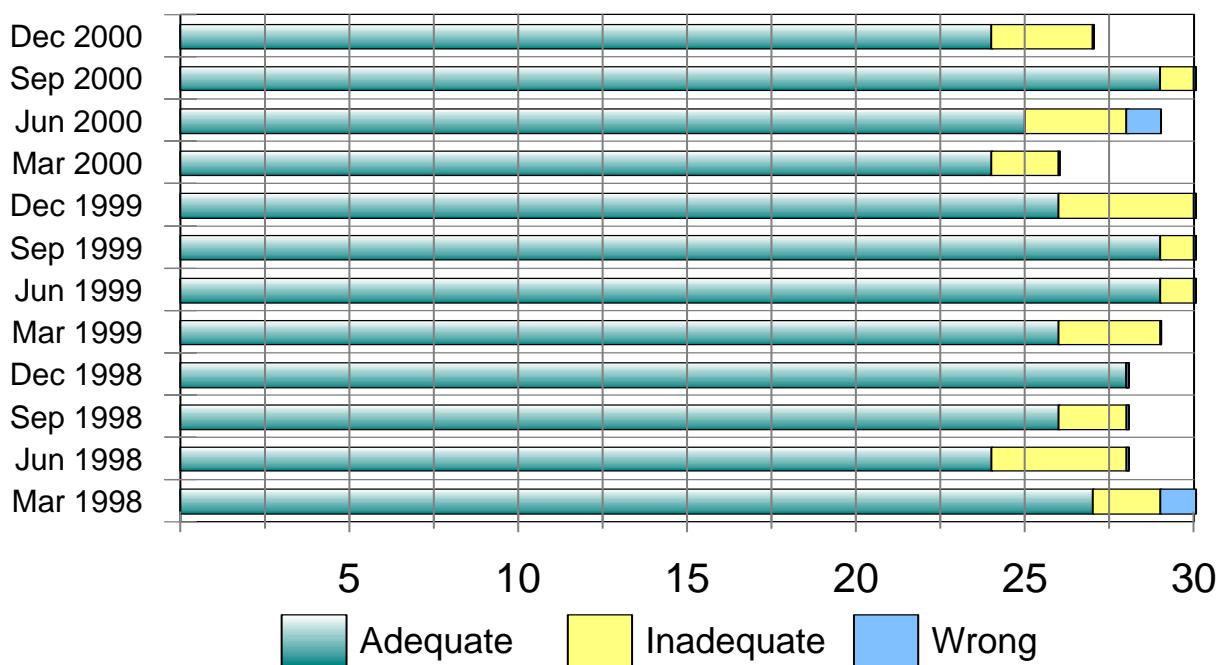
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RI - Written Determination - Results Separations - - 1998 - 2000



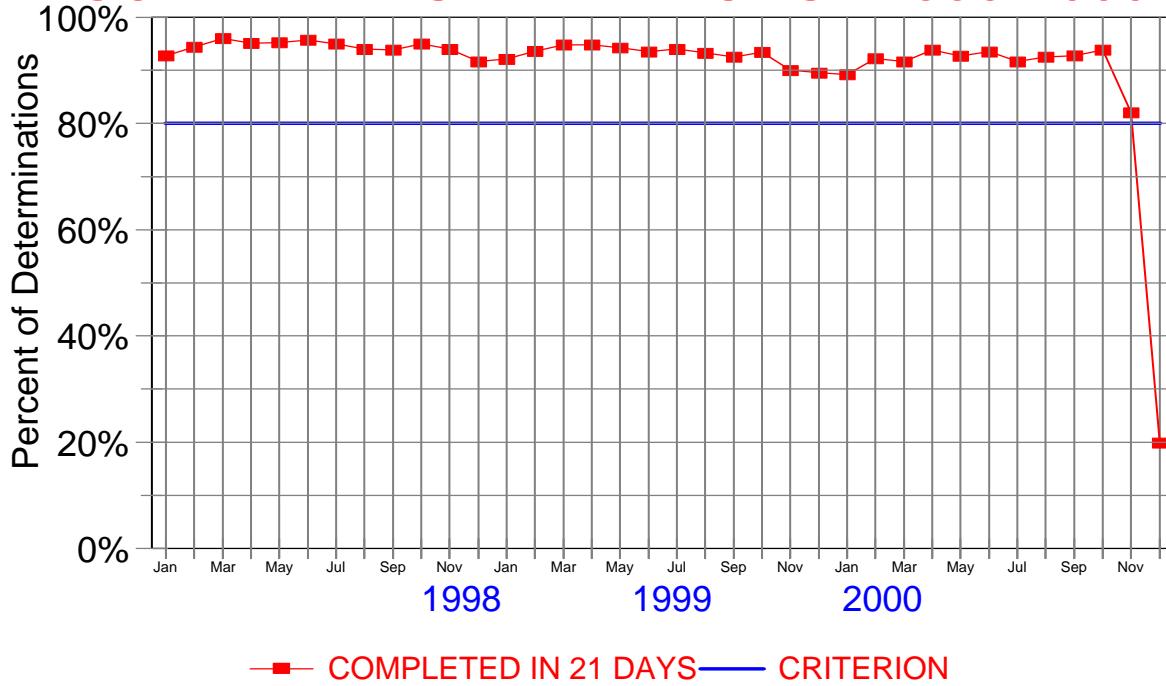
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SOUTH CAROLINA

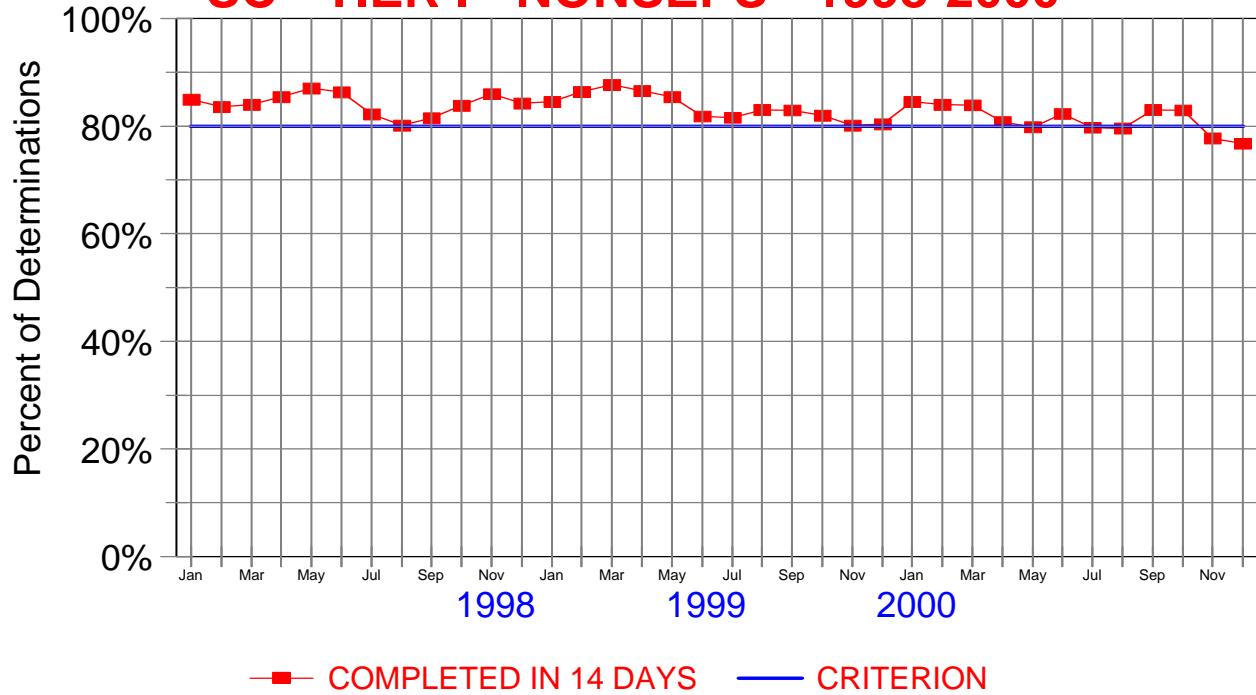
Nonmonetary Determinations Timeliness

SC - TIER I - SEPARATIONS - 1998-2000

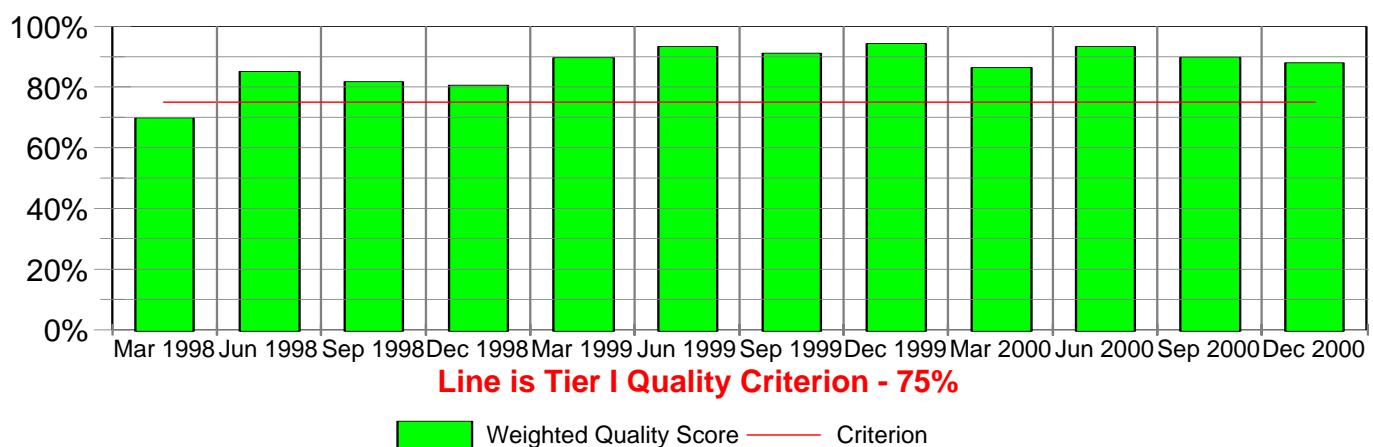


Nonmonetary Determinations Timeliness

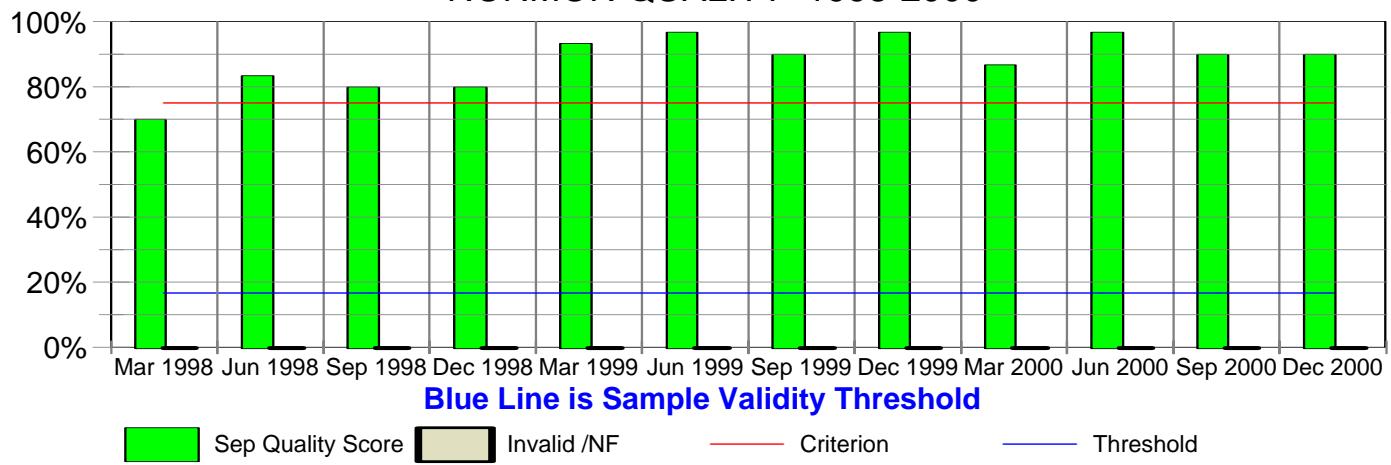
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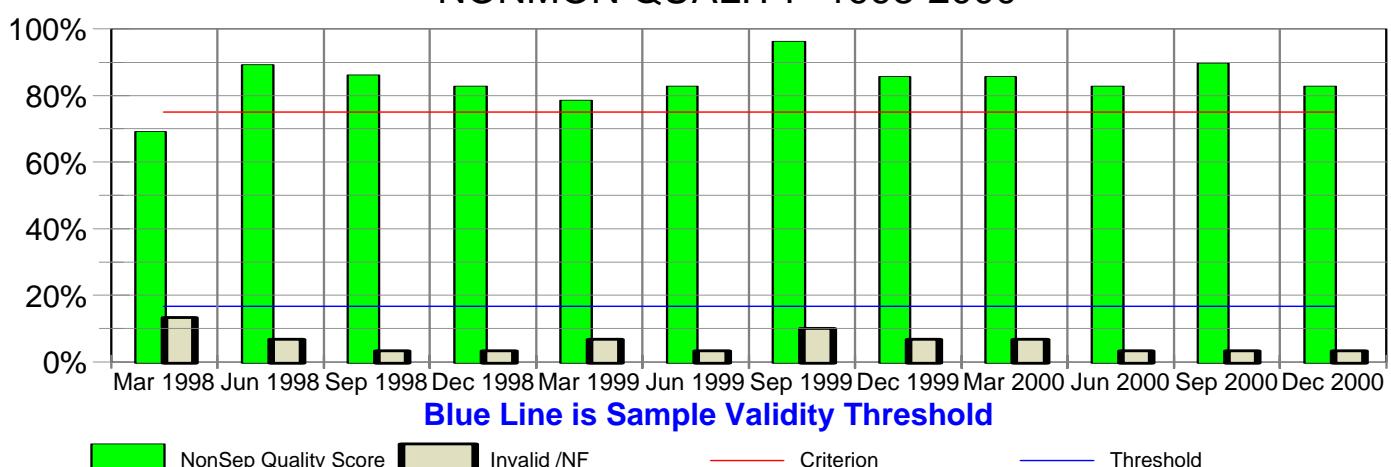
SOUTH CAROLINA NONMON QUALITY 1998-2000



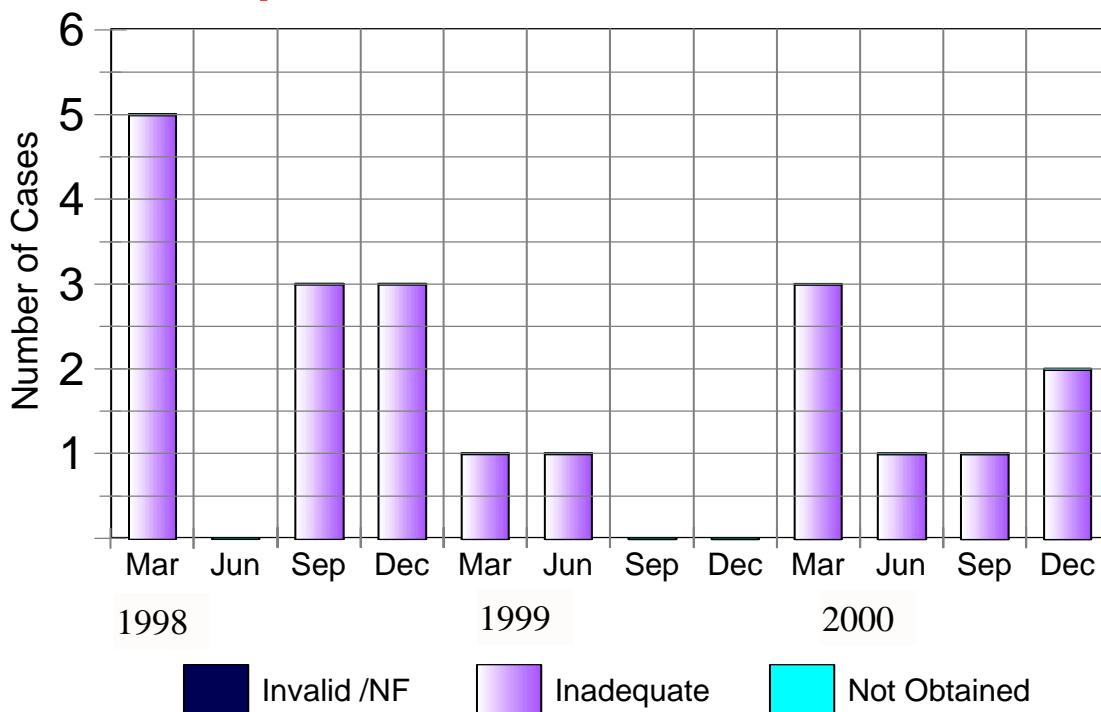
SOUTH CAROLINA: SEPARATIONS NONMON QUALITY 1998-2000



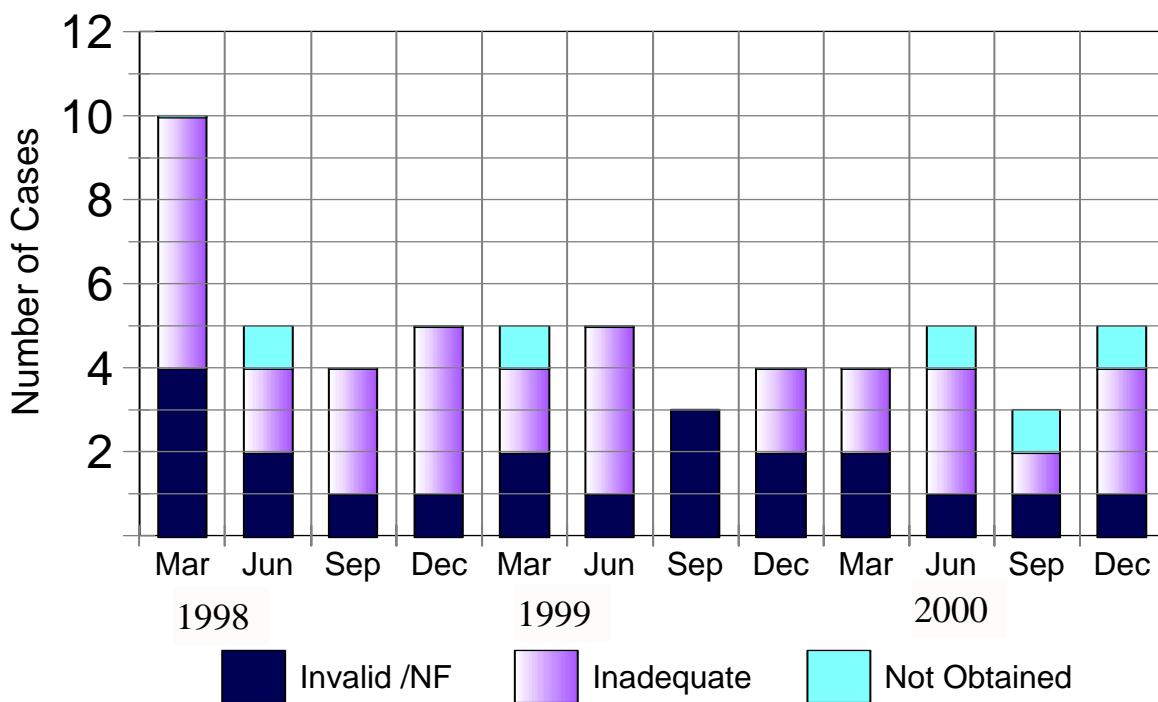
SOUTH CAROLINA: NONSEPARATIONS NONMON QUALITY 1998-2000



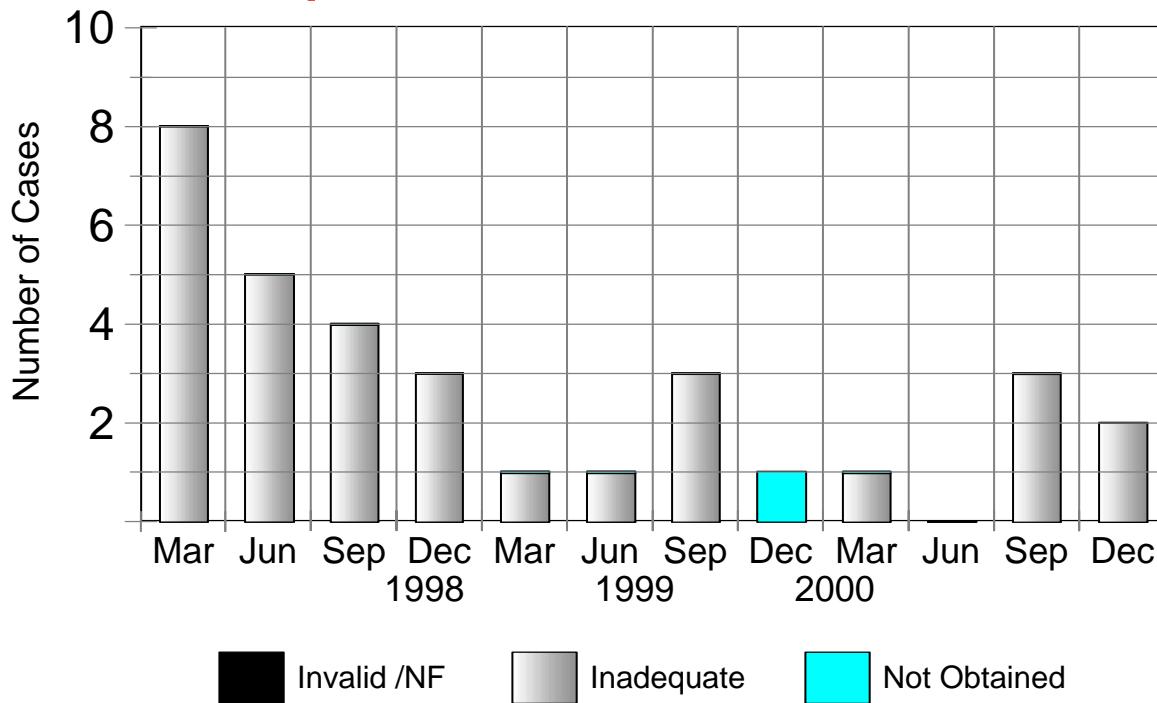
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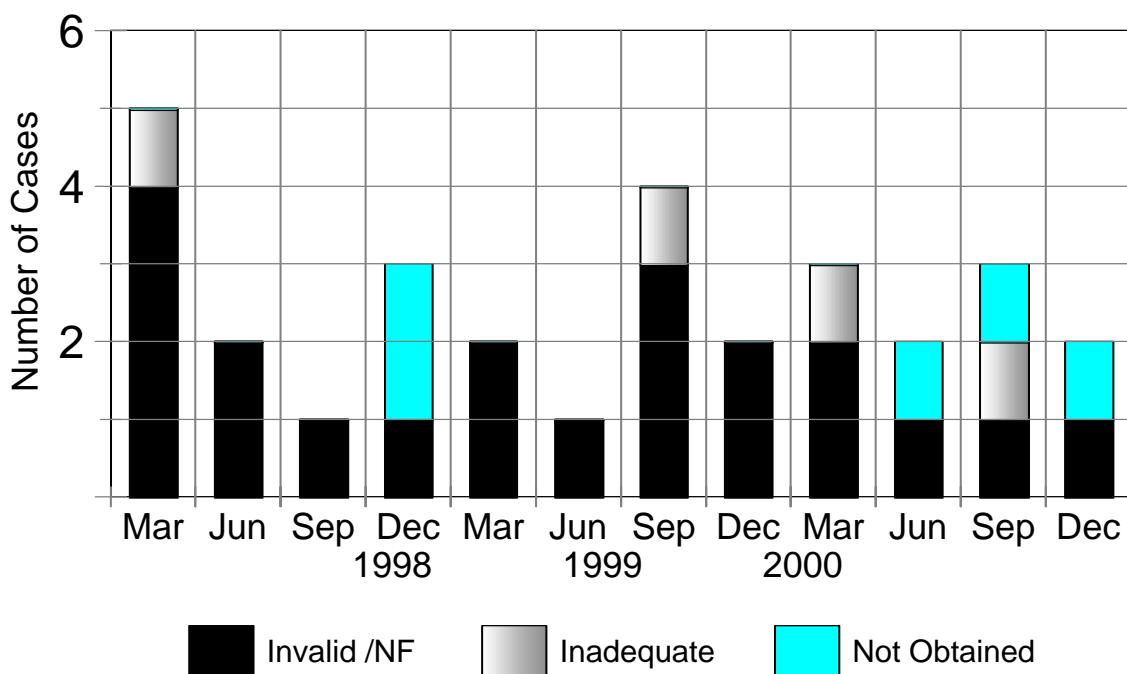
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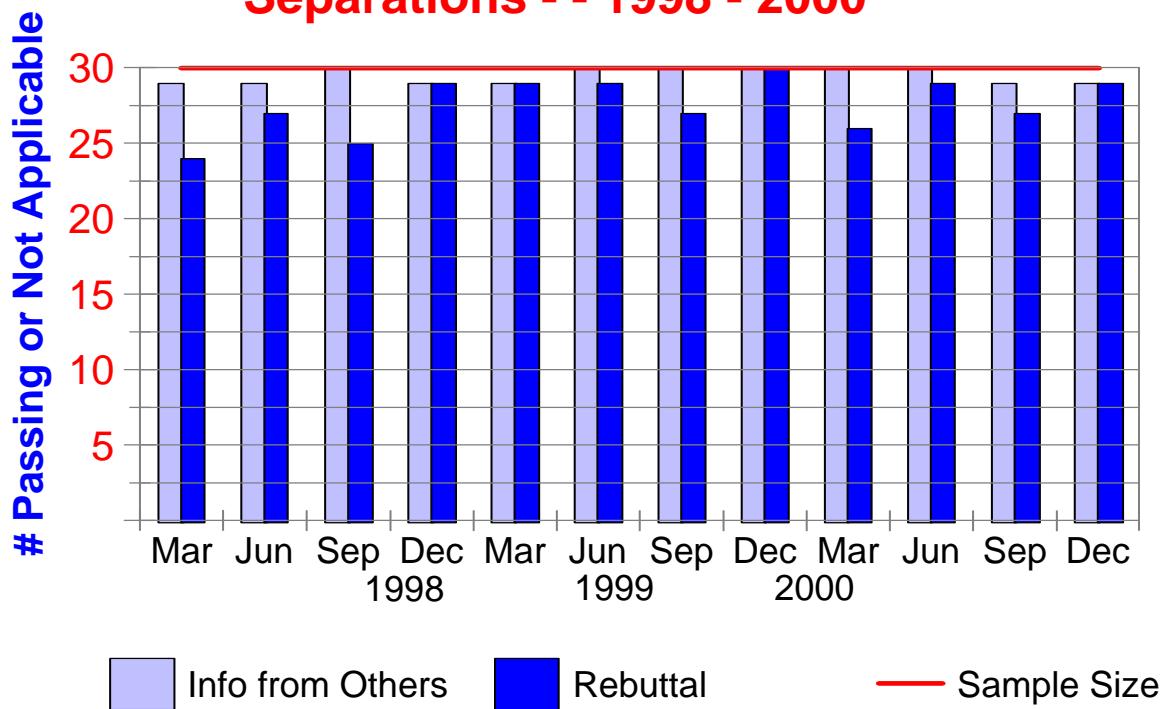
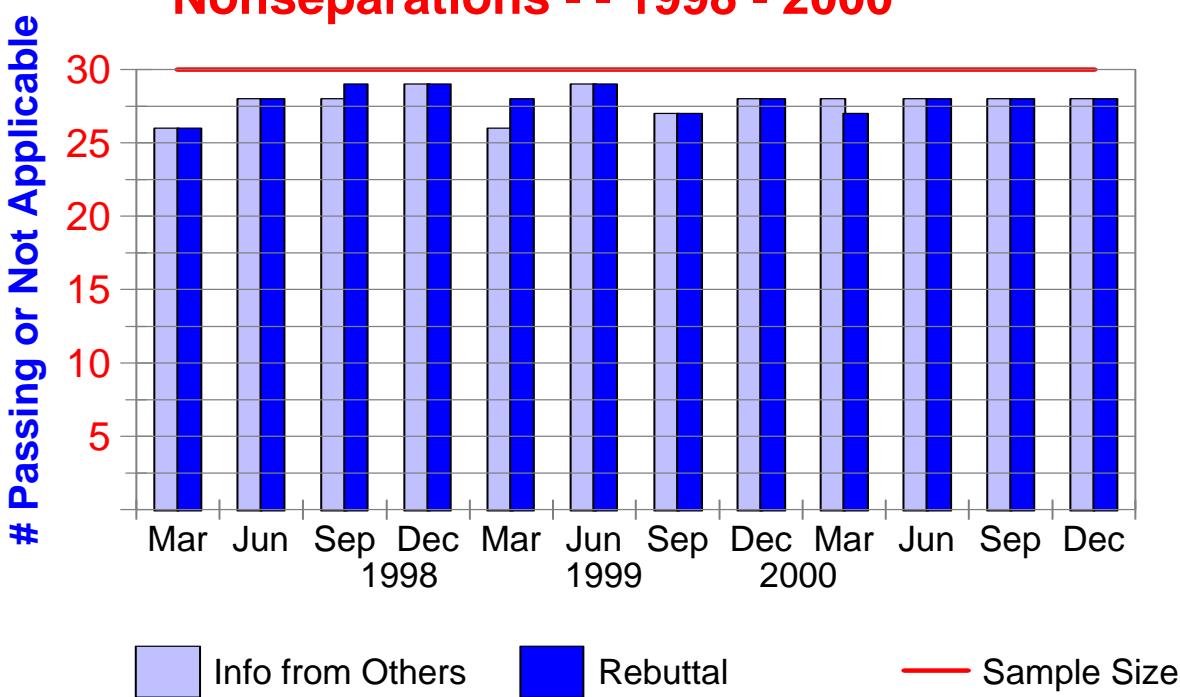


SC - Employer Information Problems Separations - 1998 - 2000

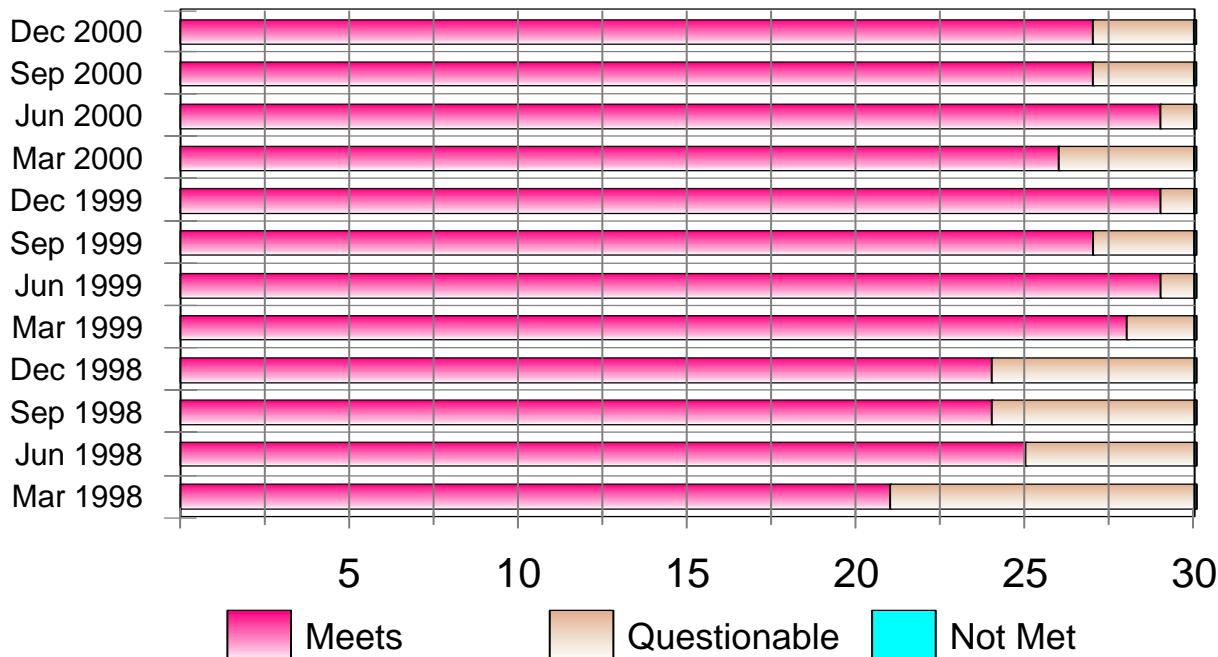


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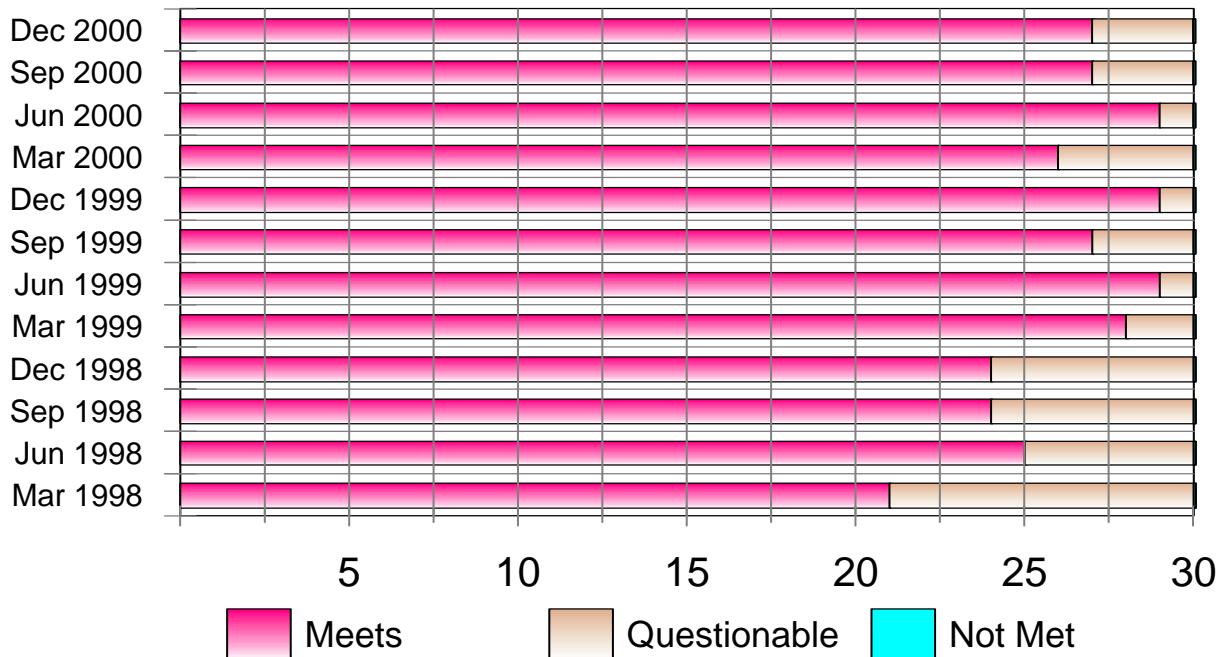


SC- Information from Others & Rebuttal**Separations - - 1998 - 2000****SC- Information from Others & Rebuttal****Nonseparations - - 1998 - 2000**

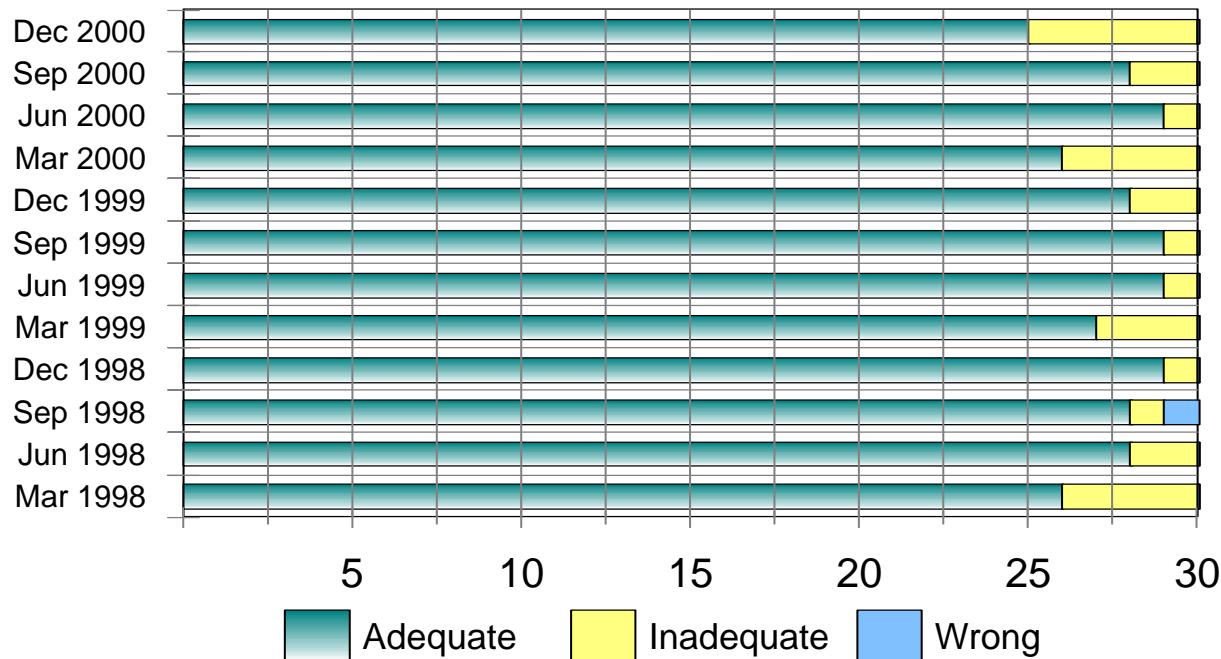
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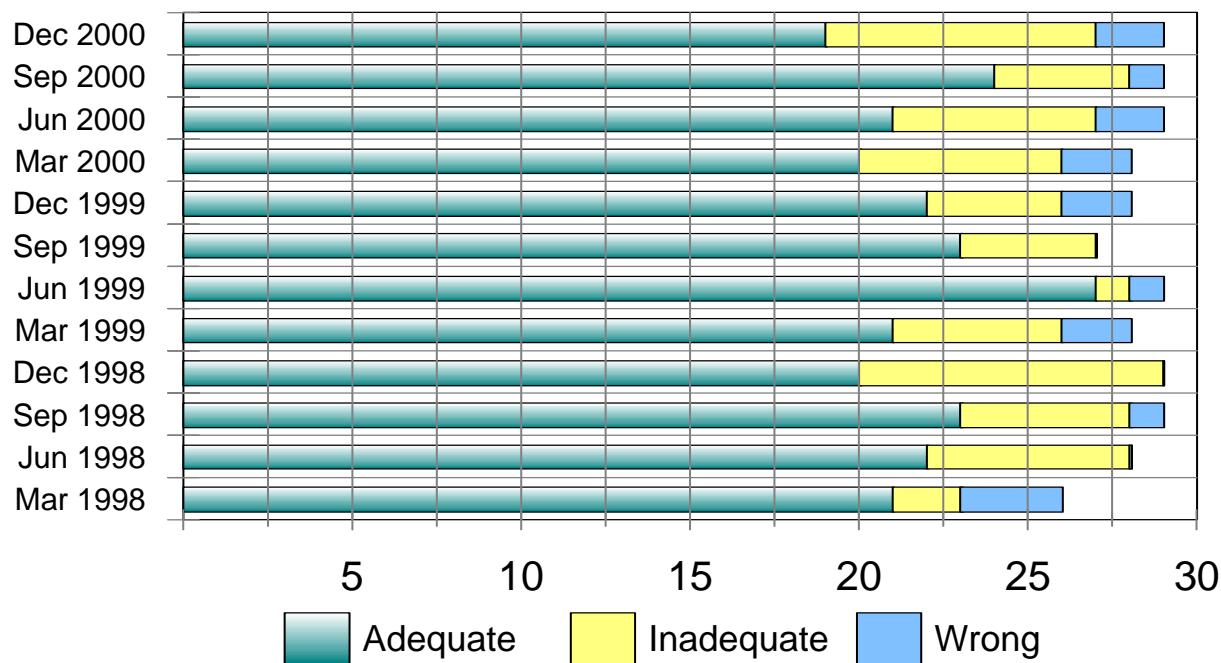
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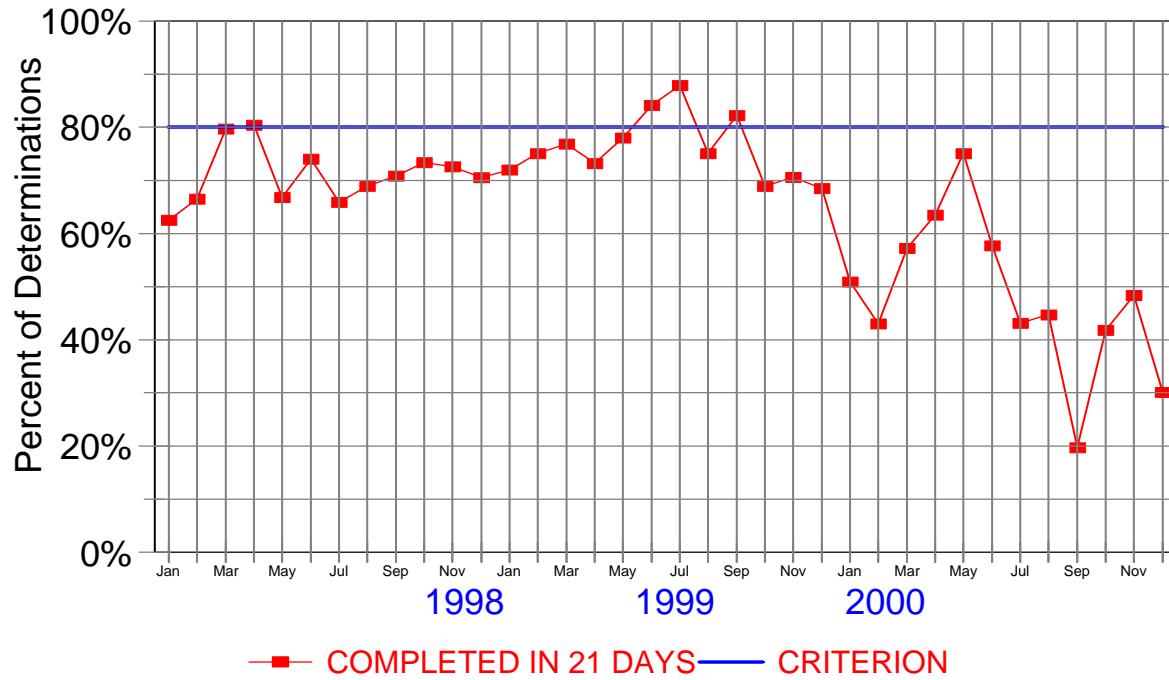
SC - Written Determination - Results Separations - - 1998 - 2000



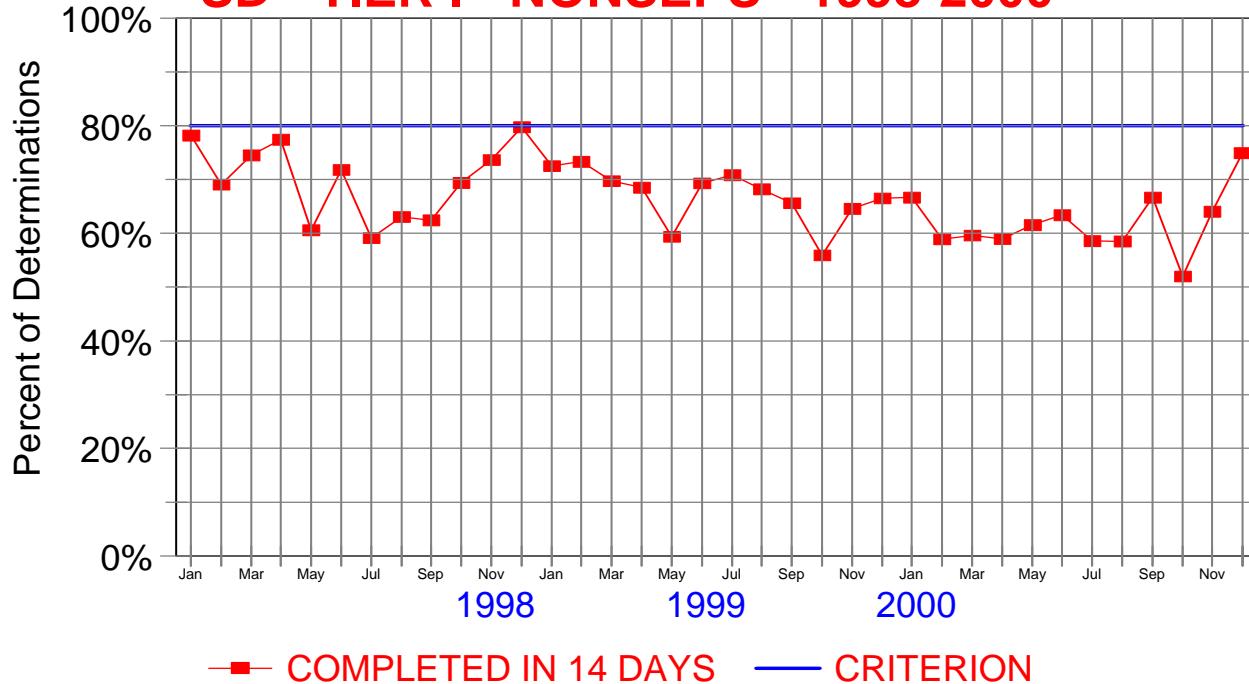
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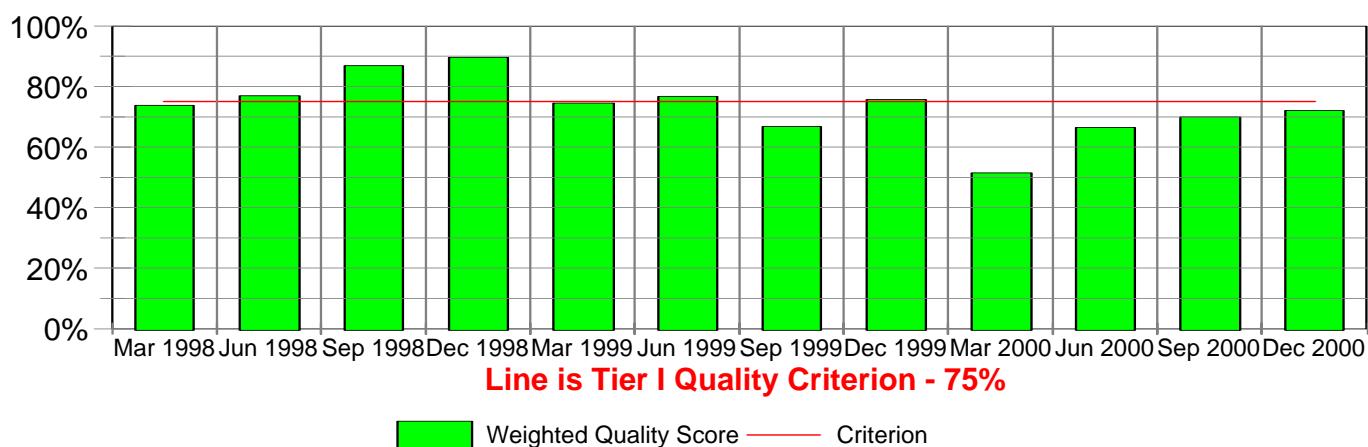
Nonmonetary Determinations Timeliness SD - TIER I - SEPARATIONS - 1998-2000



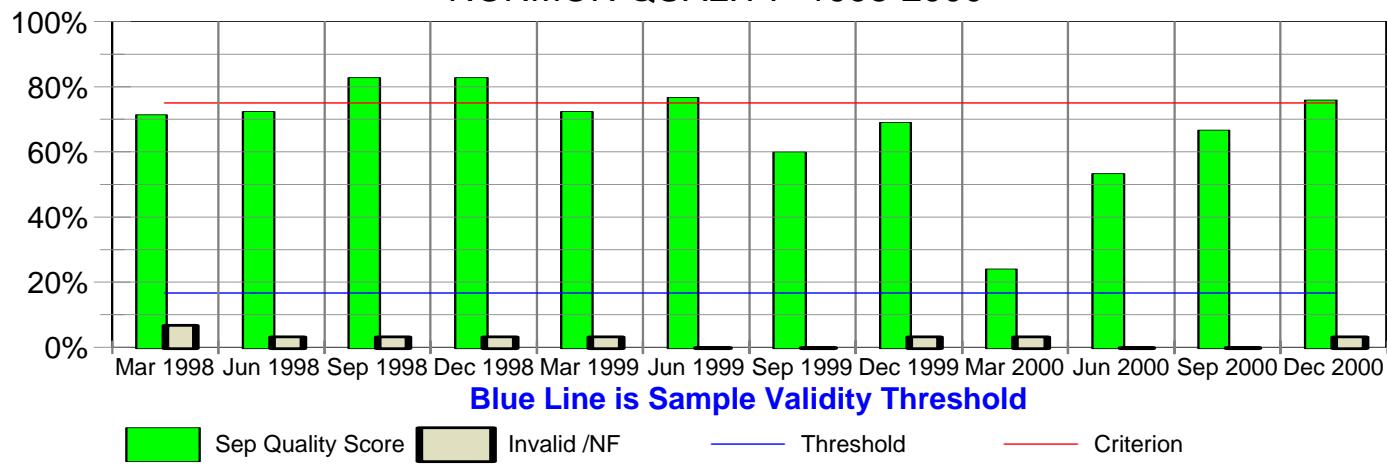
Nonmonetary Determinations Timeliness SD - TIER I - NONSEPS - 1998-2000



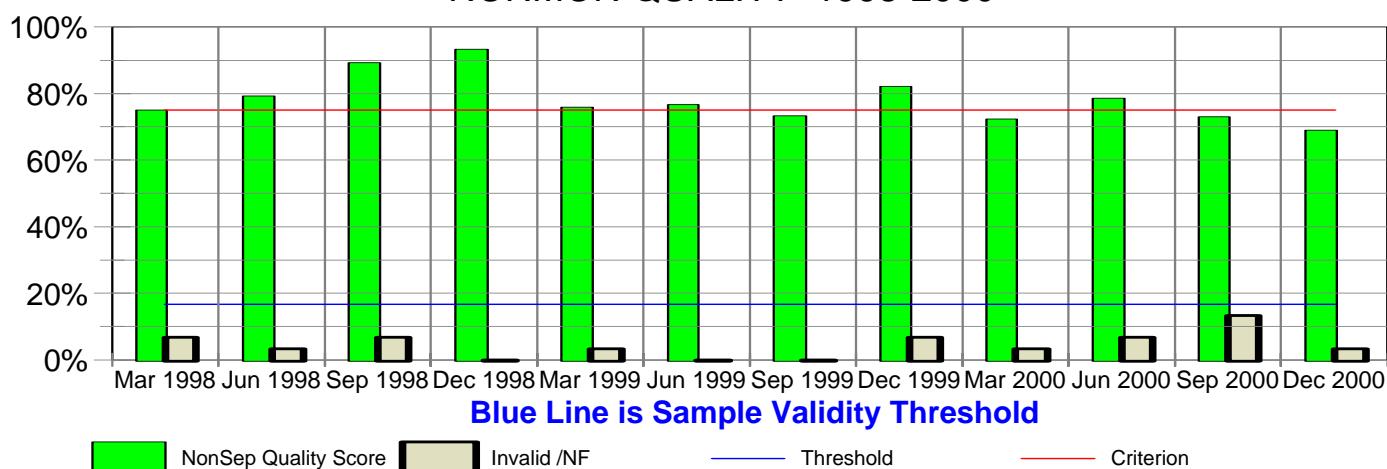
SOUTH DAKOTA NONMON QUALITY 1998-2000



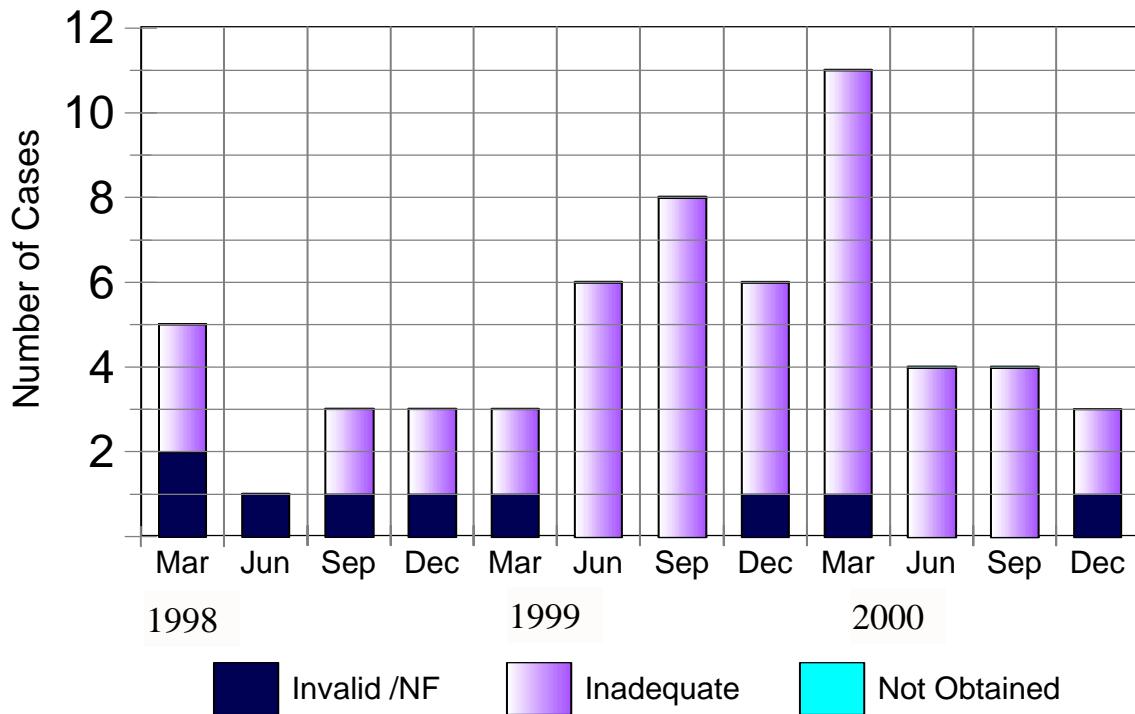
SOUTH DAKOTA: SEPARATIONS NONMON QUALITY 1998-2000



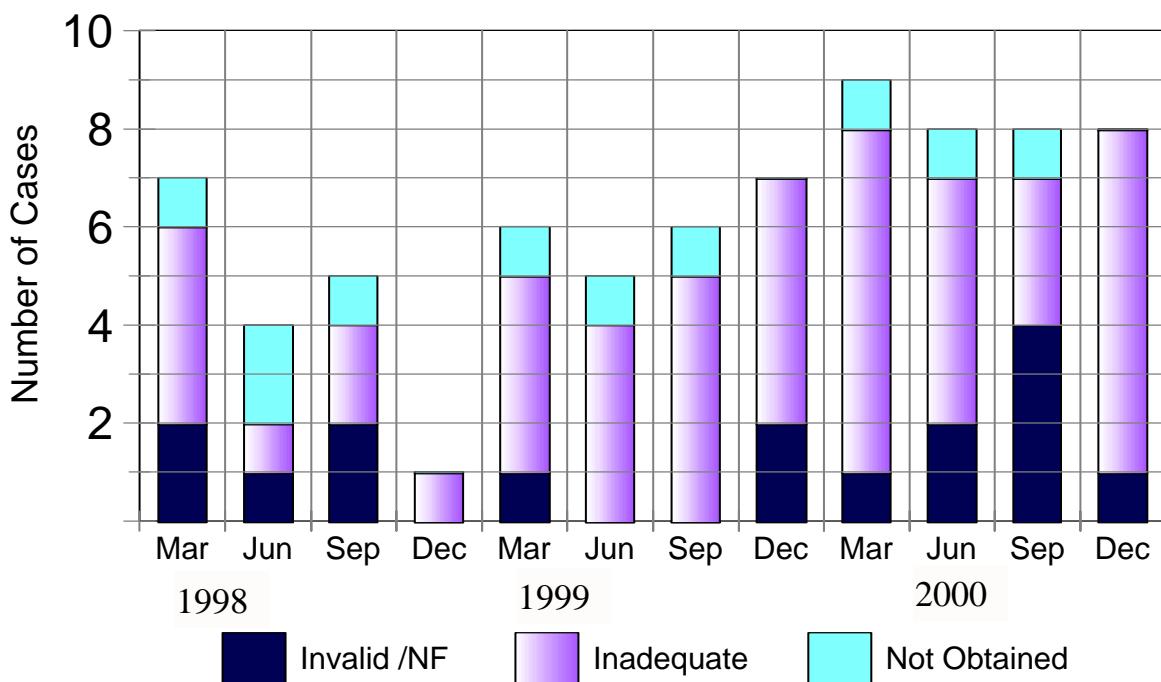
SOUTH DAKOTA: NONSEPARATIONS NONMON QUALITY 1998-2000



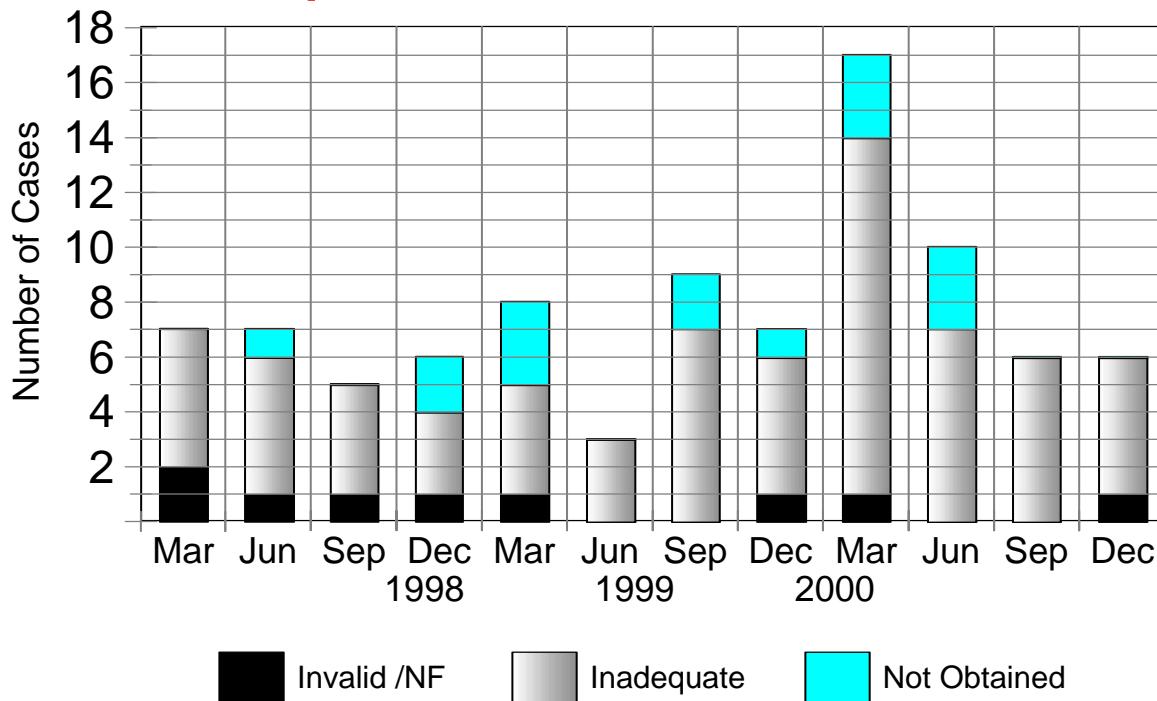
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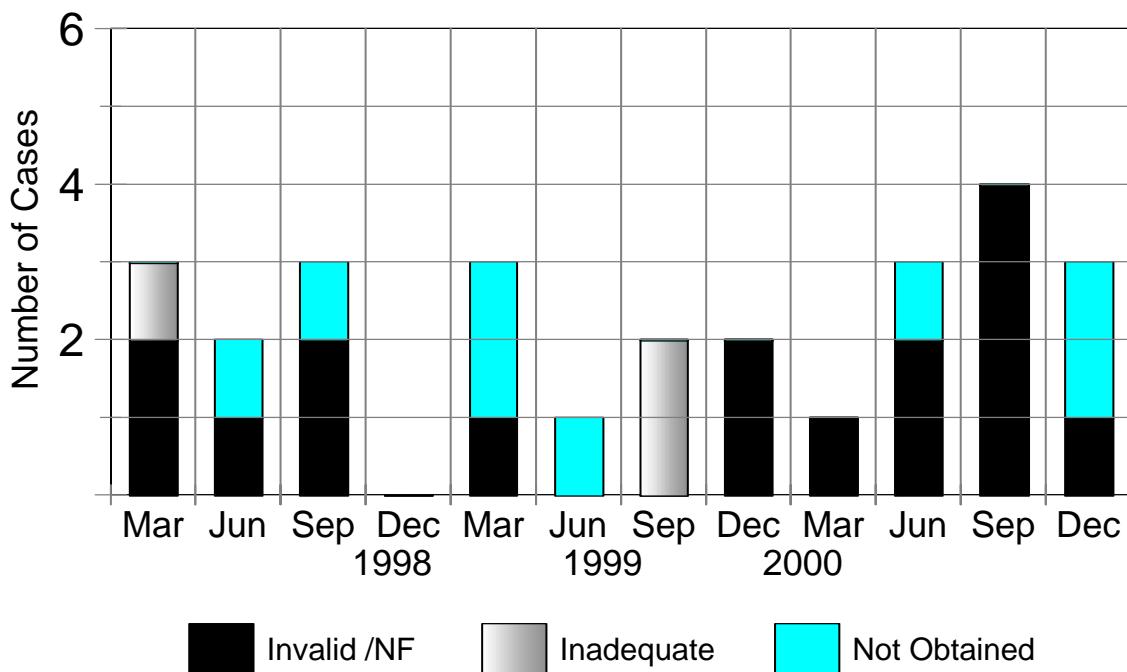
SD - Claimant Information Problems Nonseparations - - 1998 - 2000



SD - Employer Information Problems Separations - 1998 - 2000

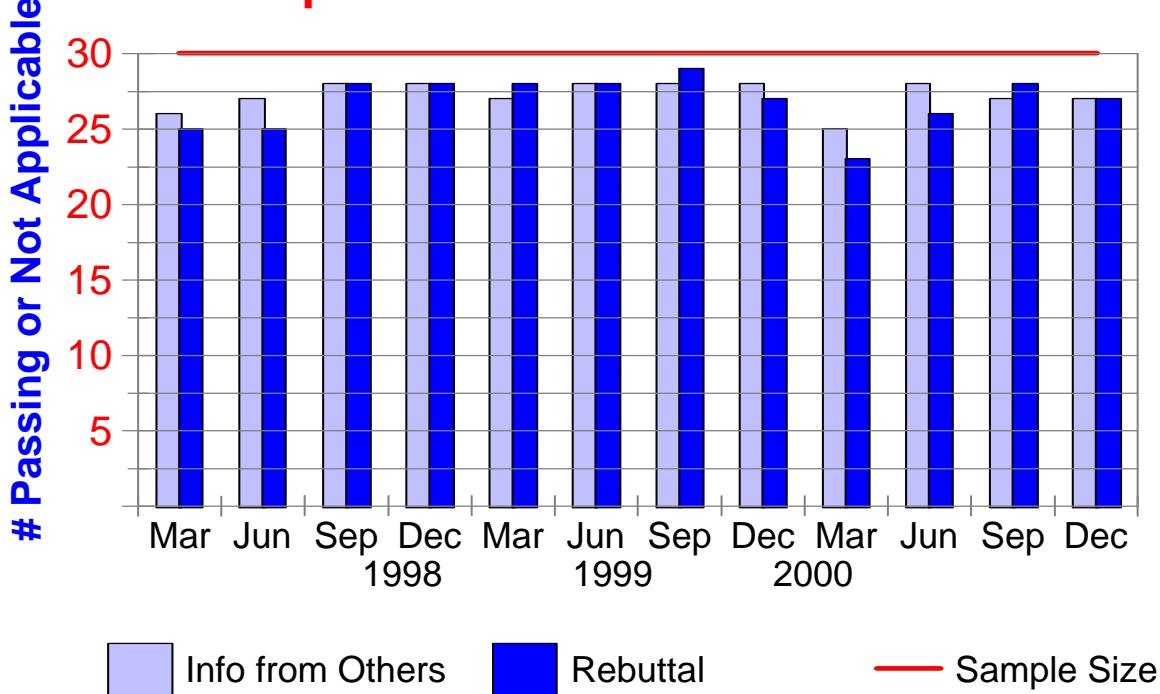


SD - Employer Information Problems Nonseparations - - 1998 - 2000



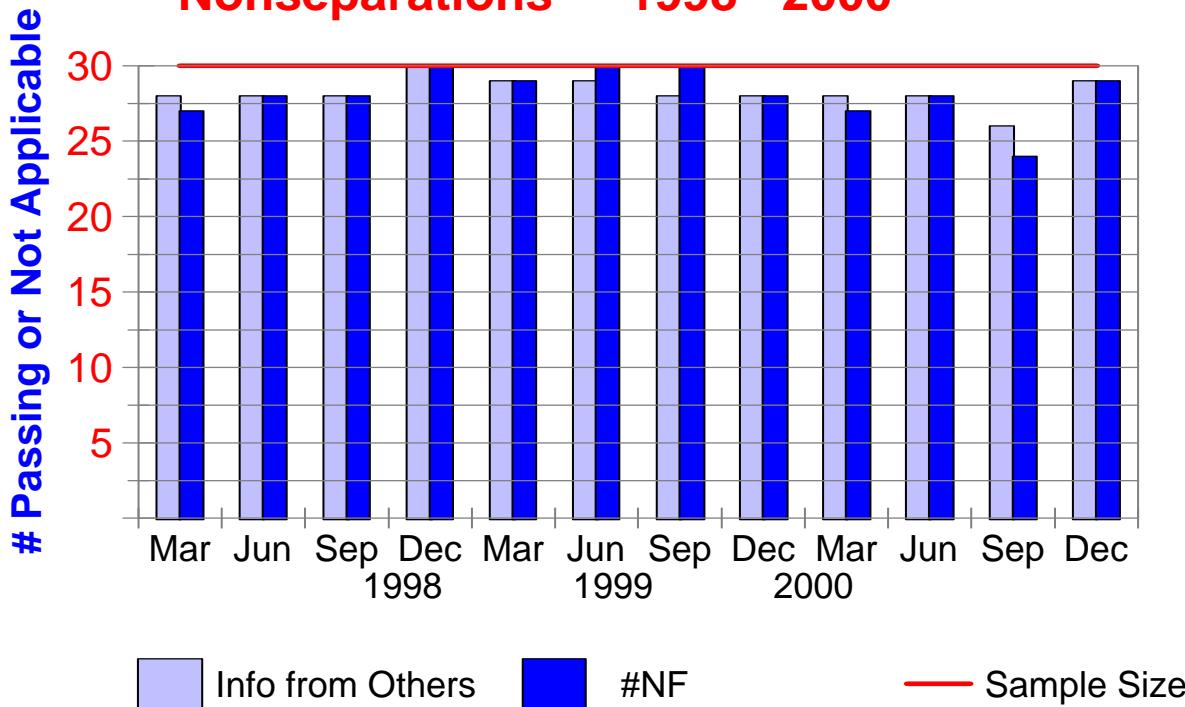
SD- Information from Others & Rebuttal

Separations - - 1998 - 2000

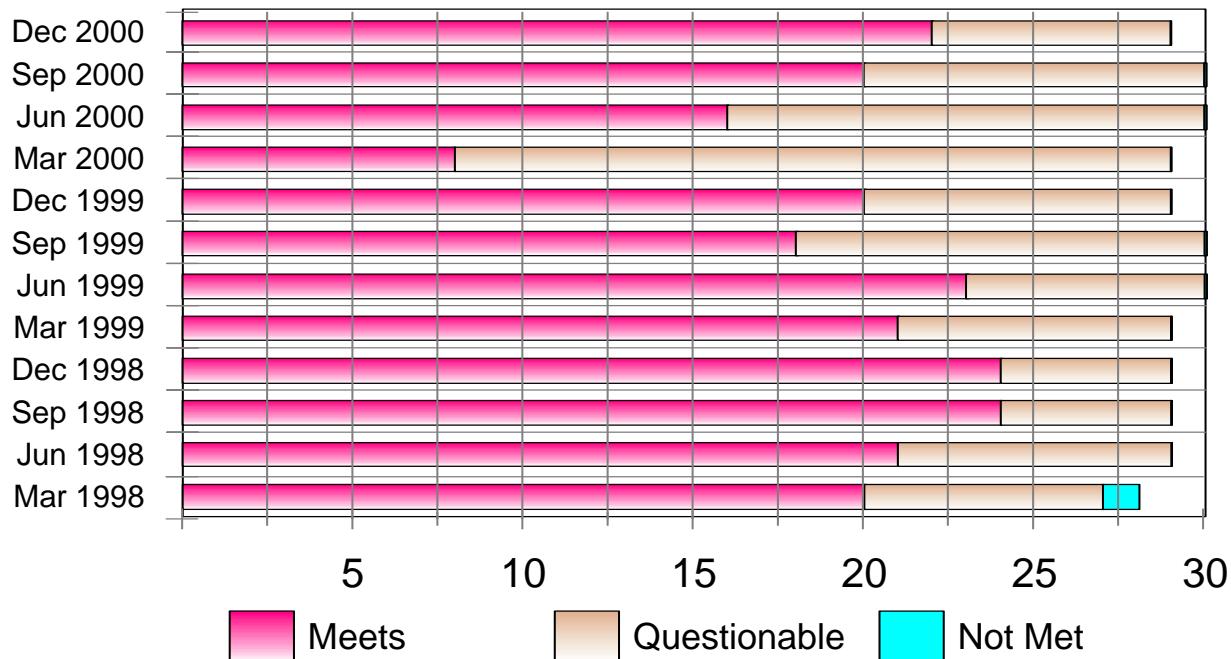


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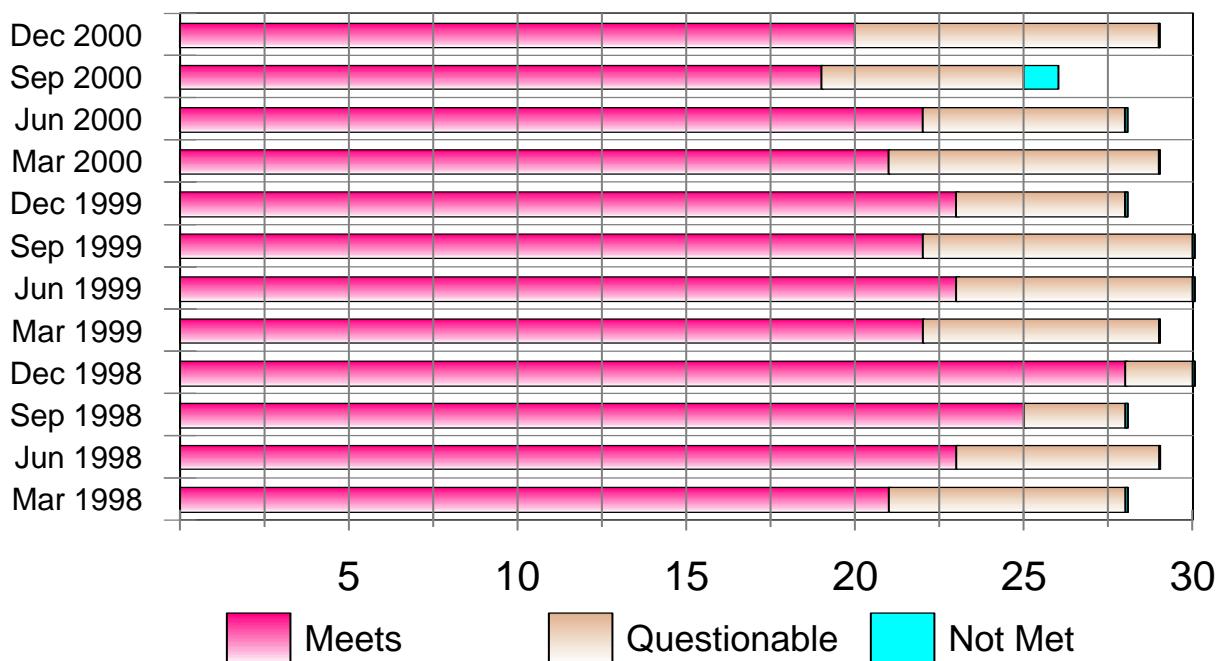
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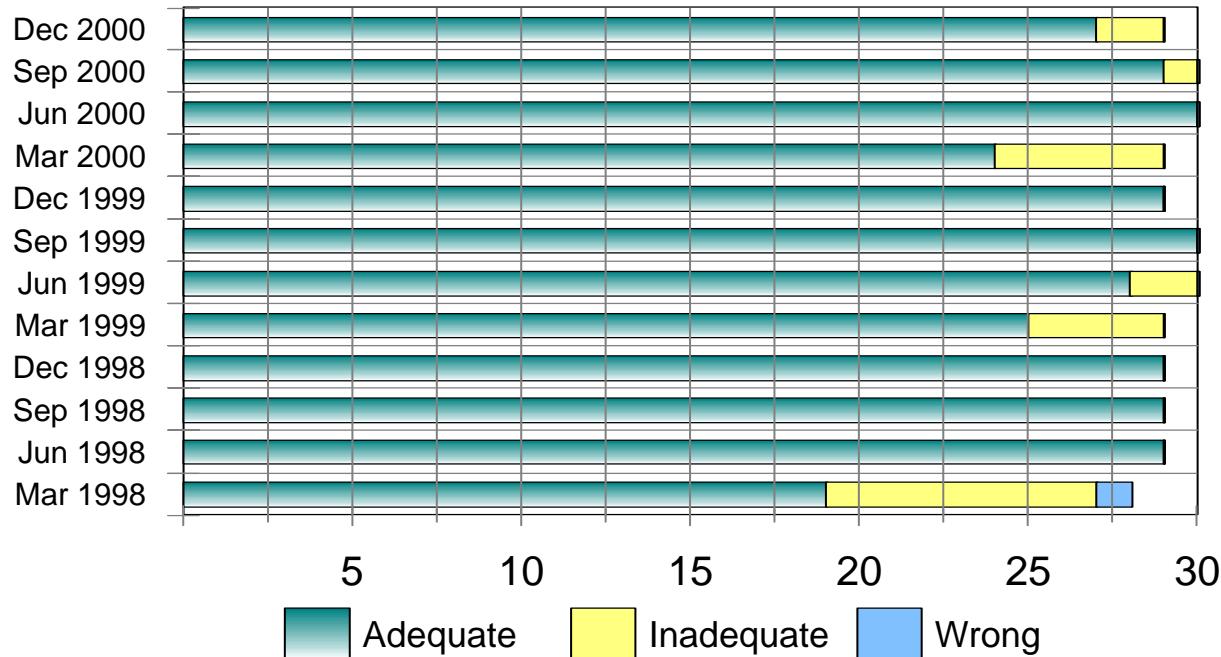
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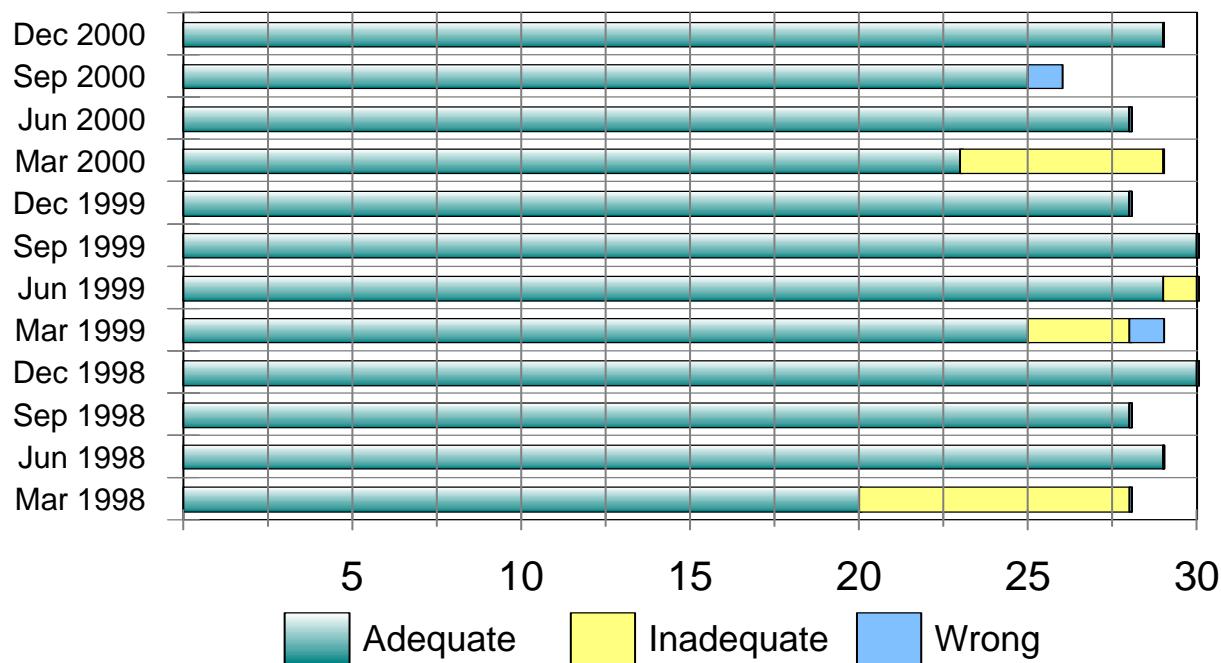
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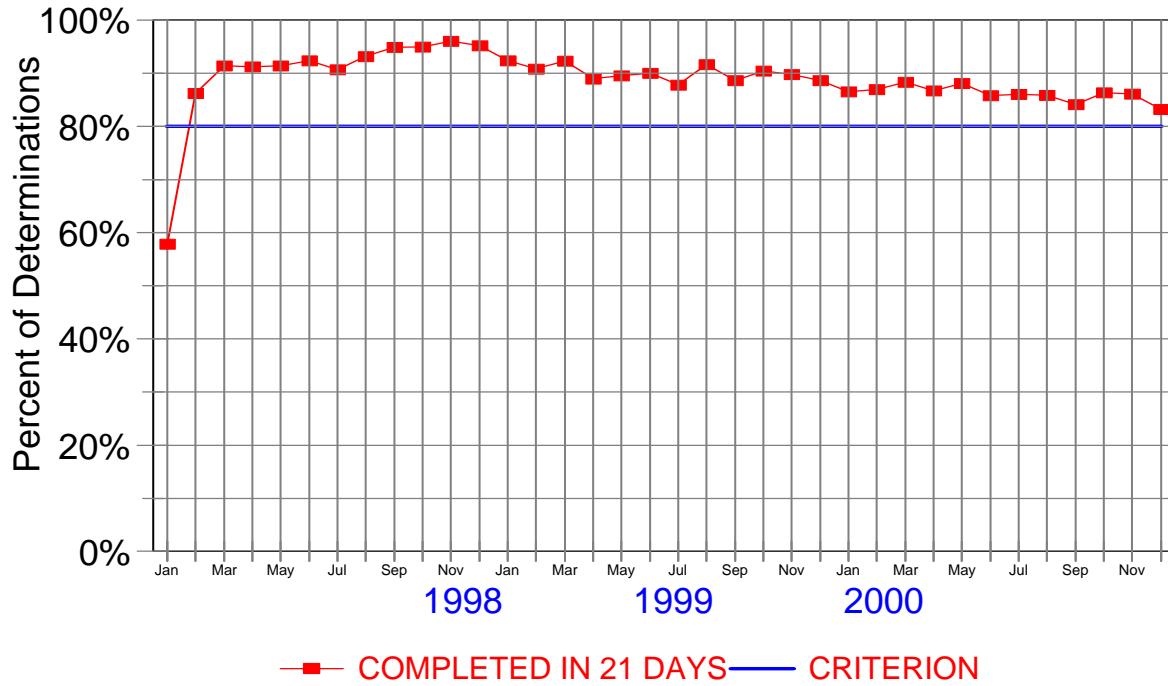
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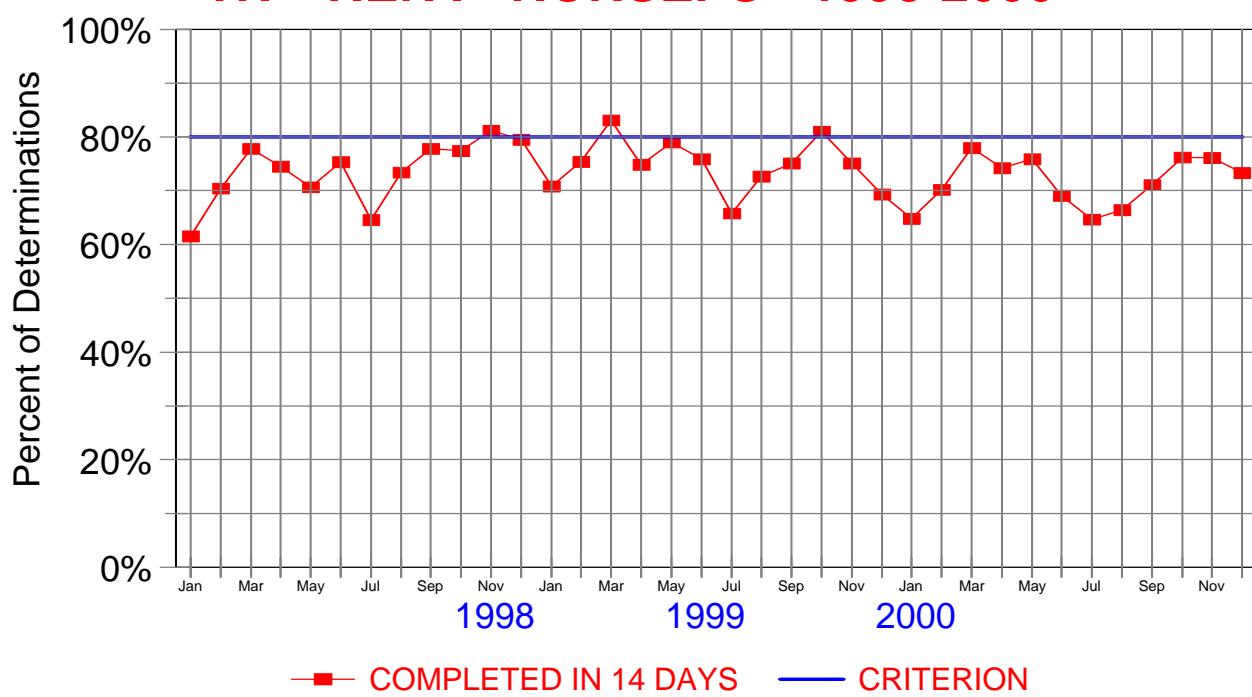
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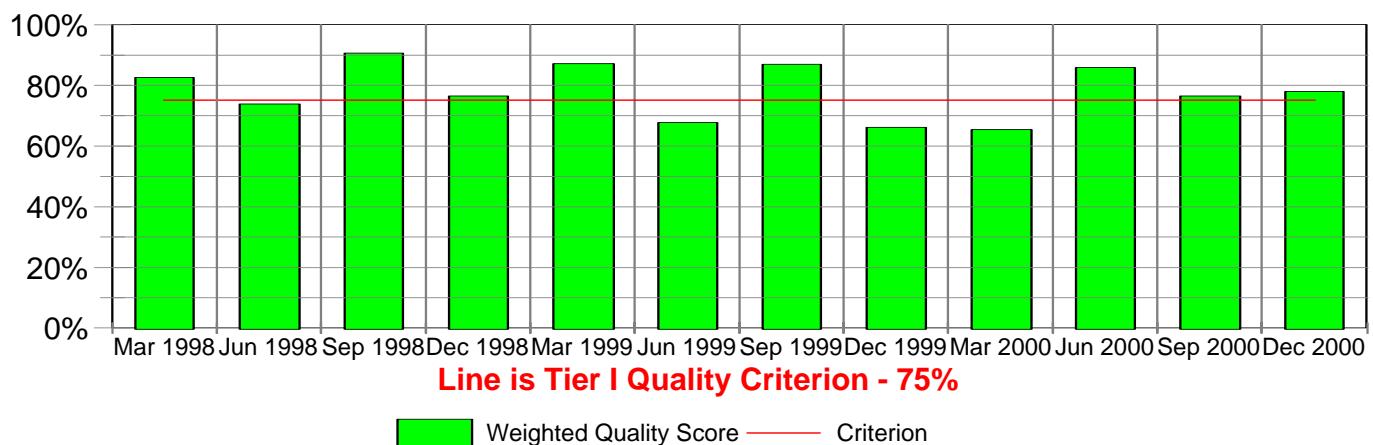
Nonmonetary Determinations Timeliness TN - TIER I - SEPARATIONS - 1998-2000



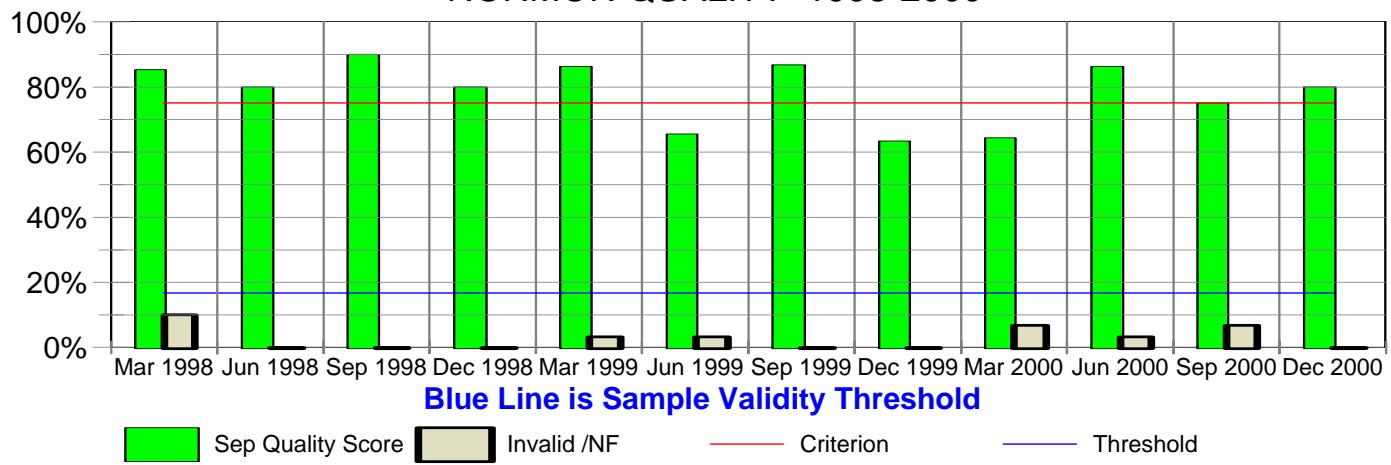
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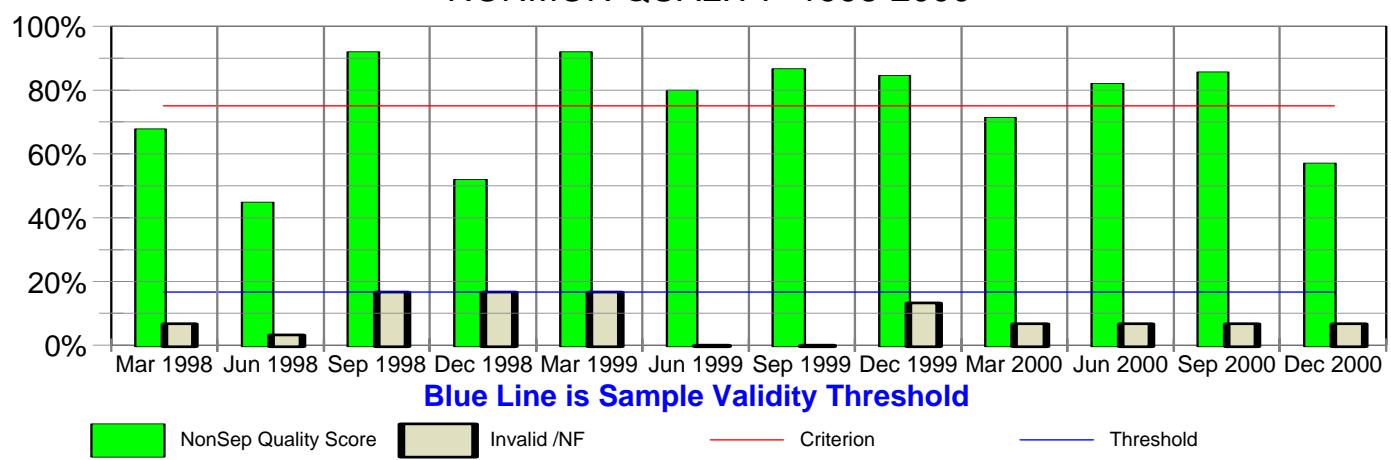
TENNESSEE NONMON QUALITY 1998-2000



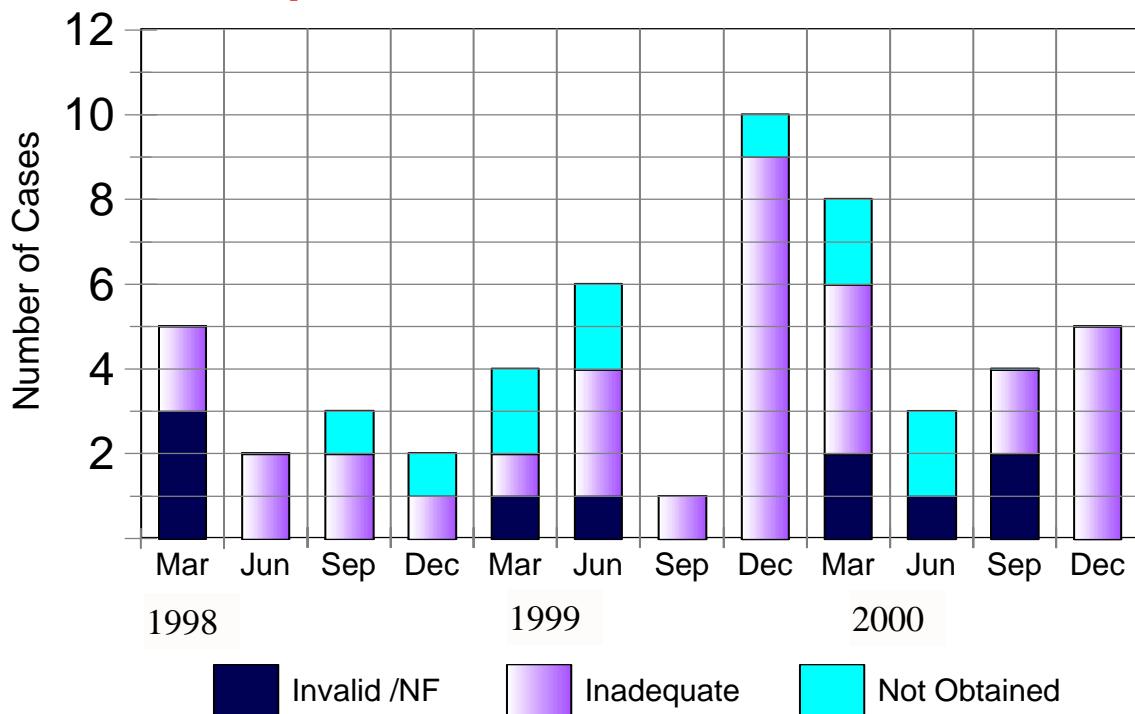
TENNESSEE: SEPARATIONS NONMON QUALITY 1998-2000



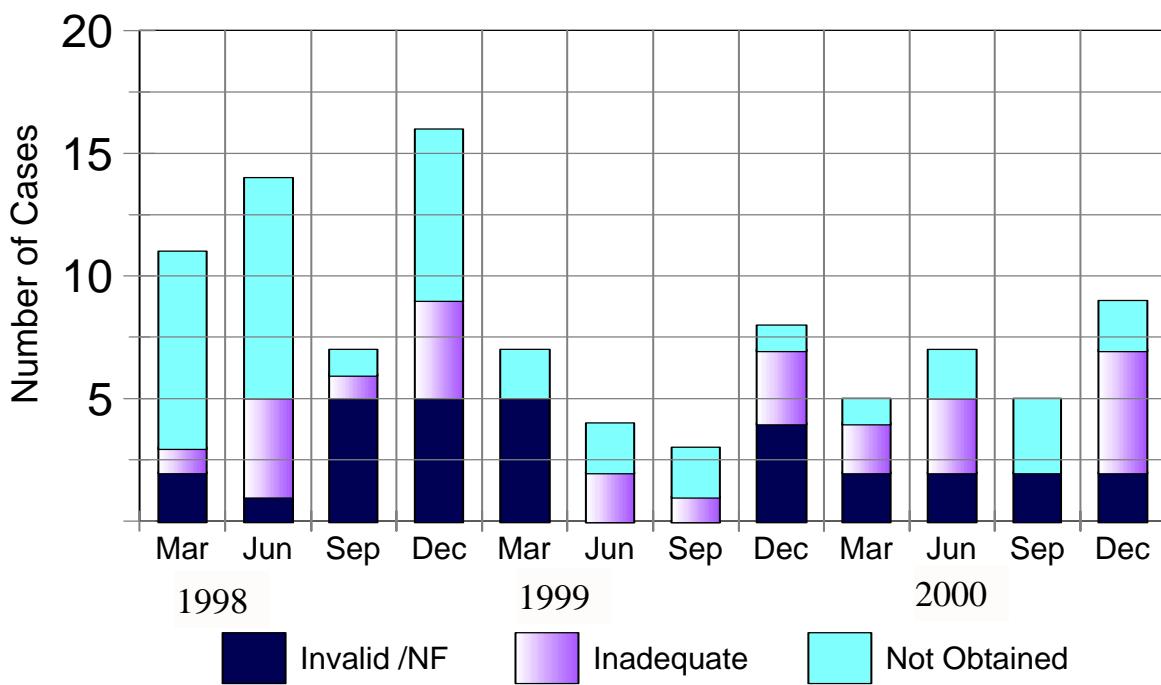
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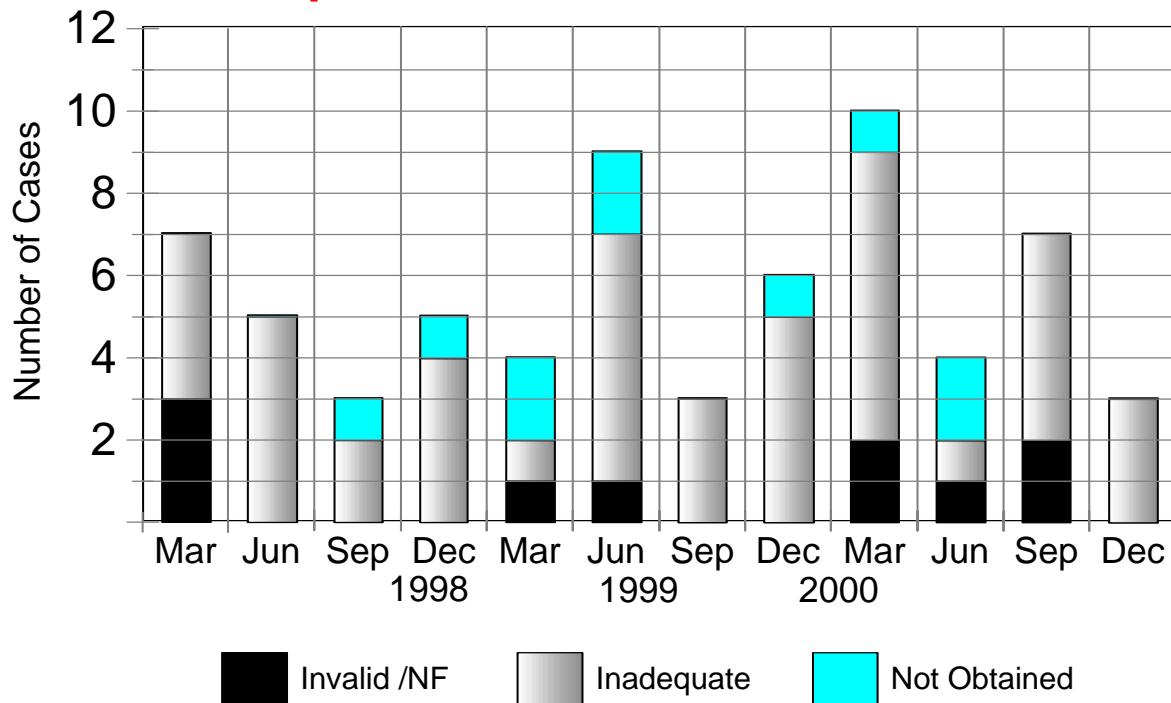
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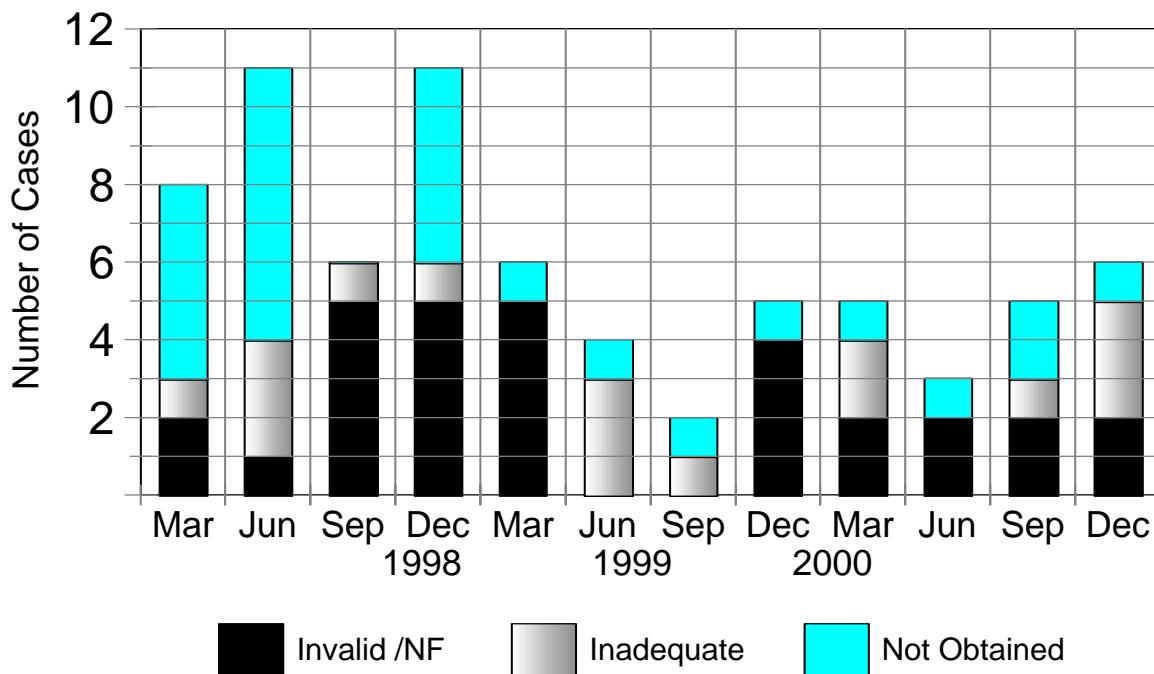
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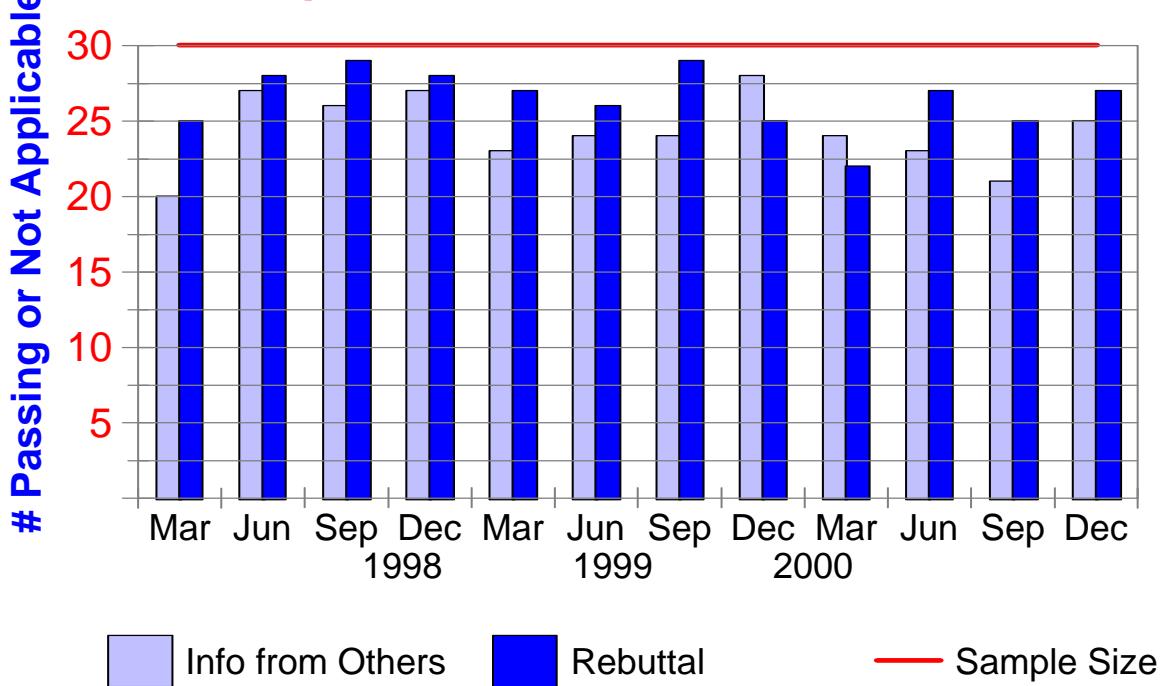
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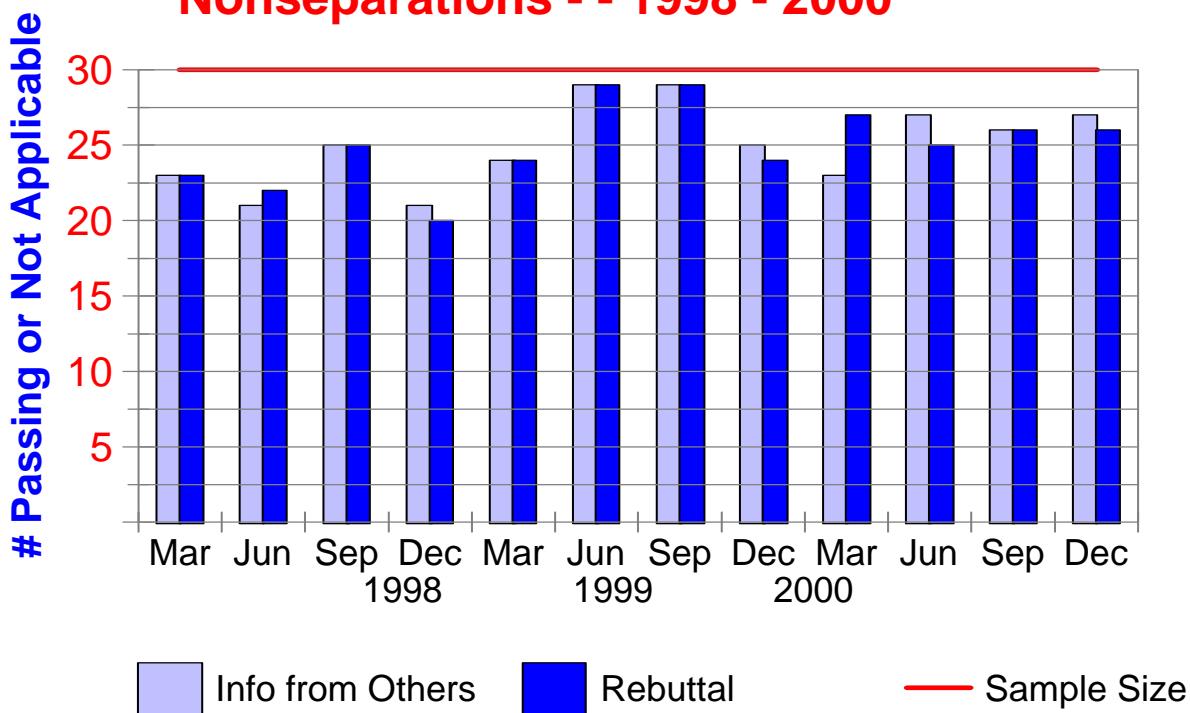
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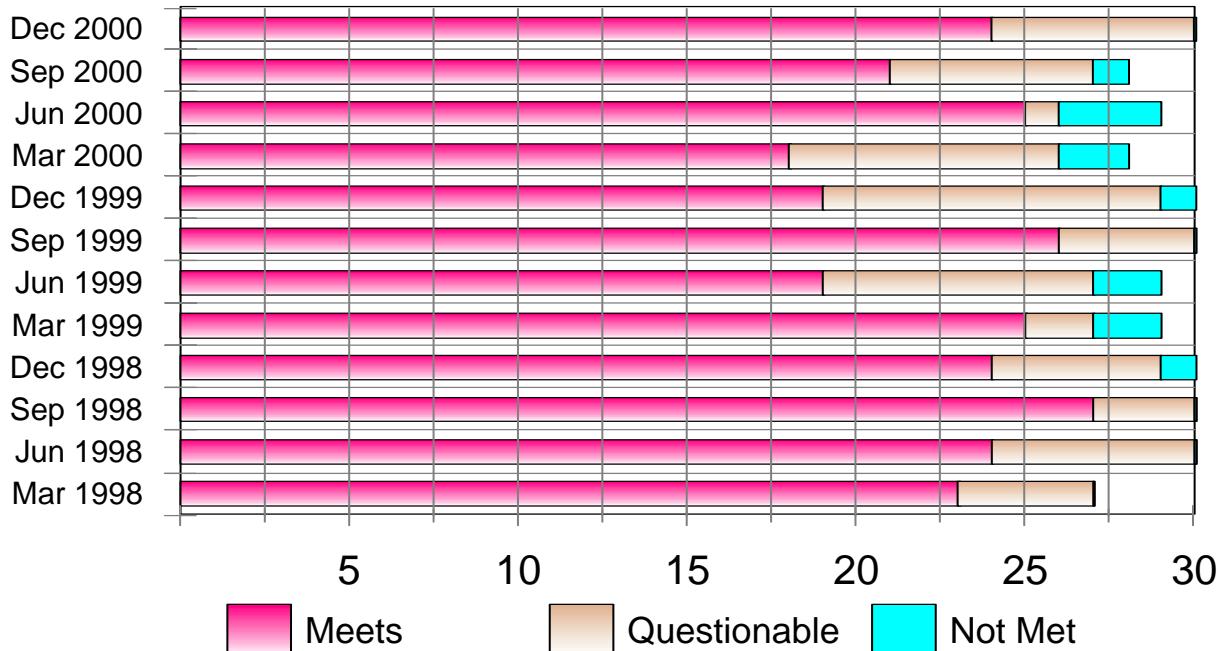
TN- Information from Others & Rebuttal Separations - - 1998 - 2000



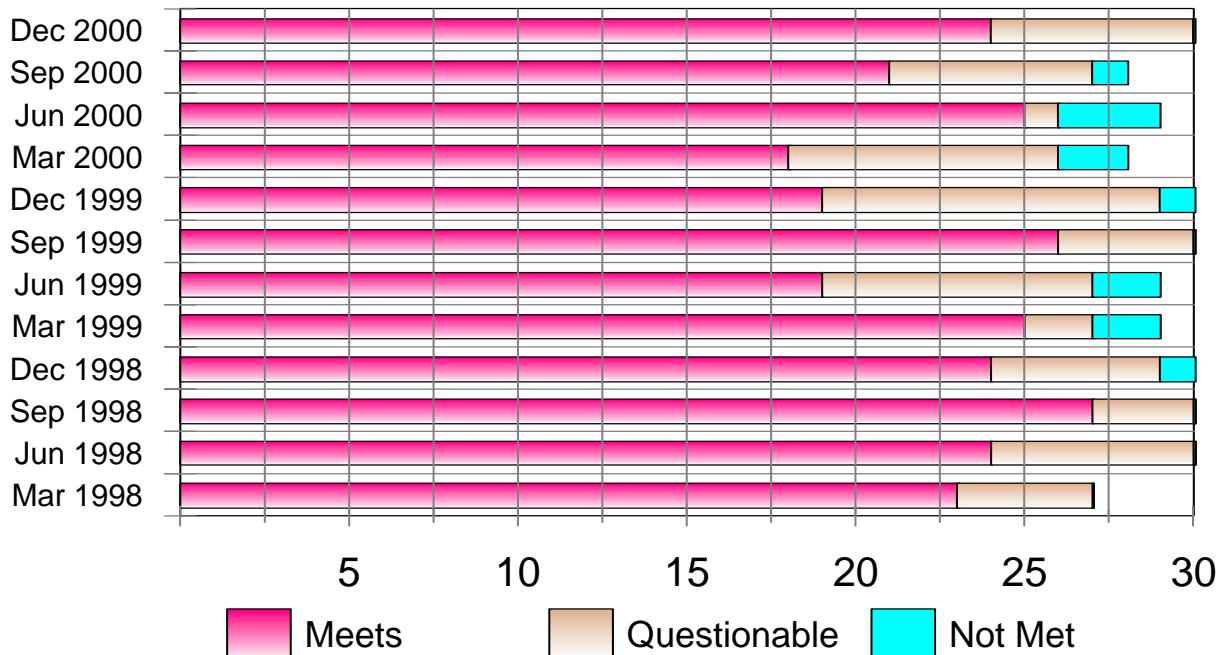
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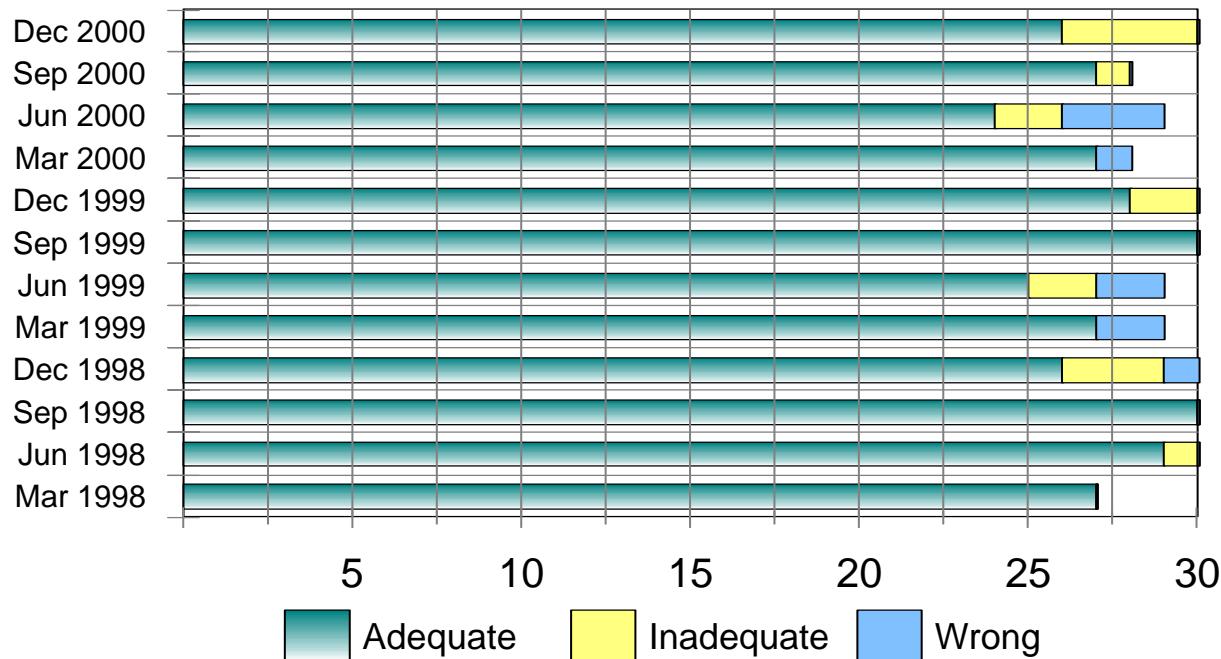
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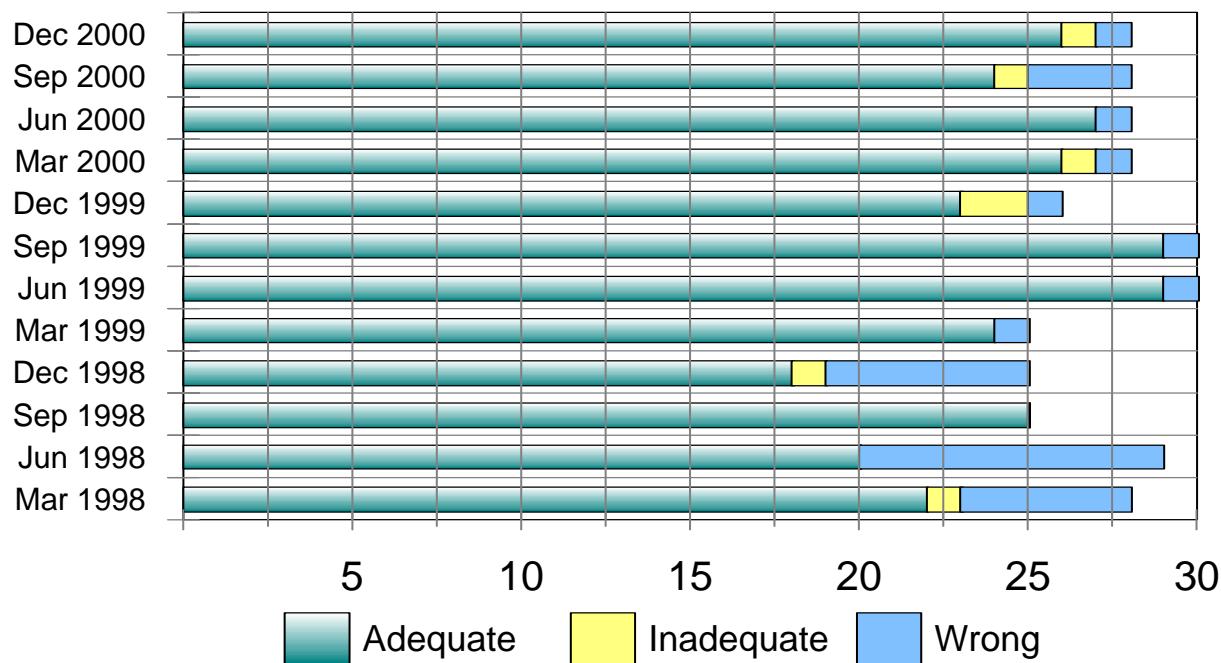
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TN - Written Determination - Results Separations - - 1998 - 2000

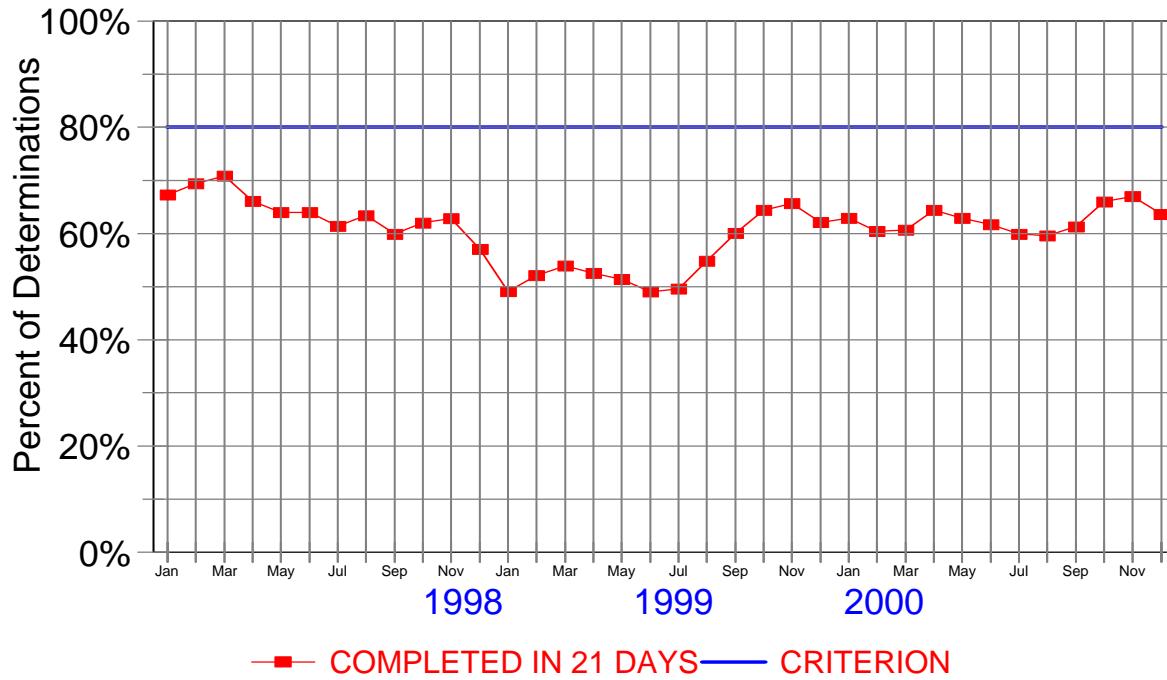


TN - Written Determination - Results Nonseparations - - 1998 - 2000

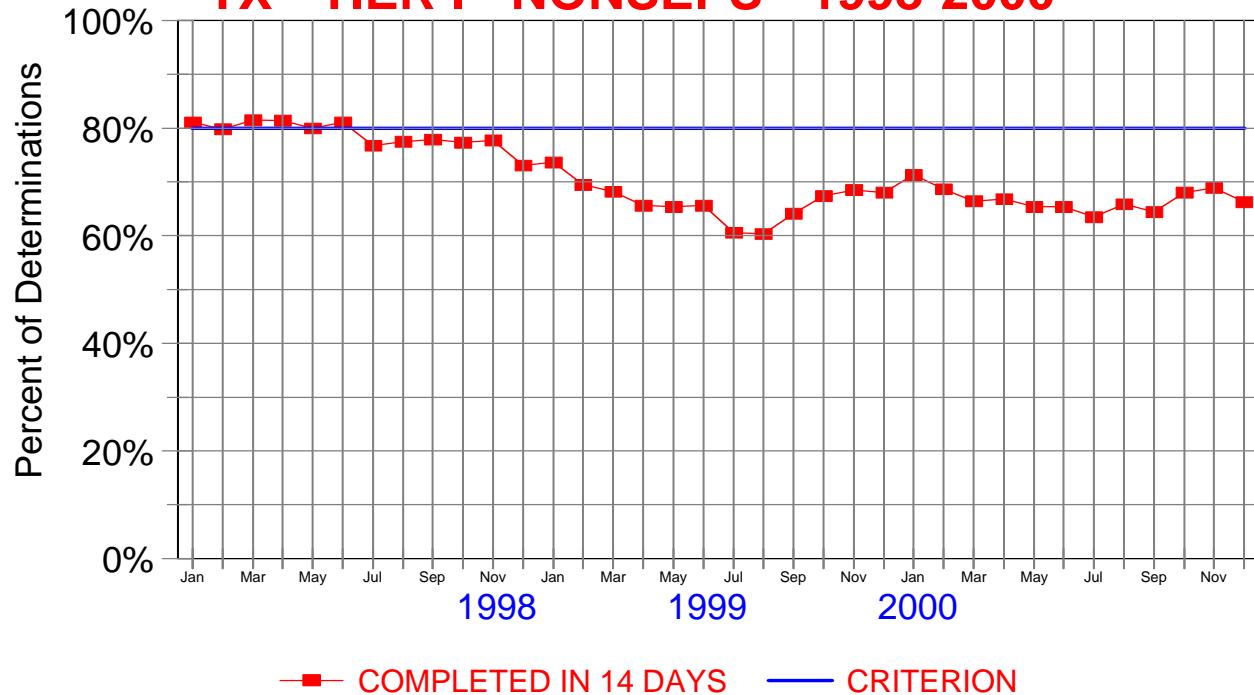


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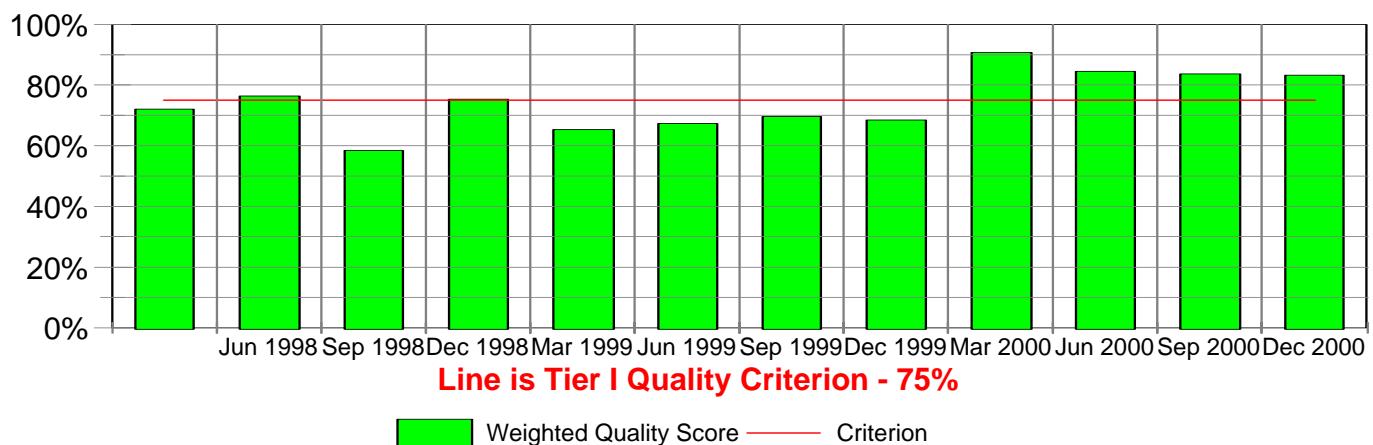
Nonmonetary Determinations Timeliness TX - TIER I - SEPARATIONS - 1998-2000



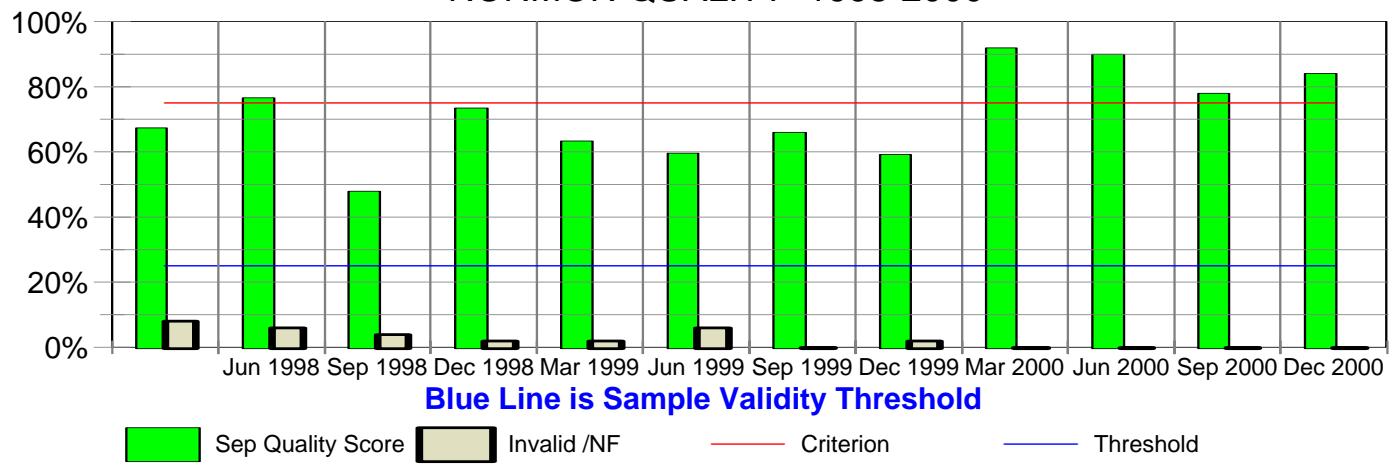
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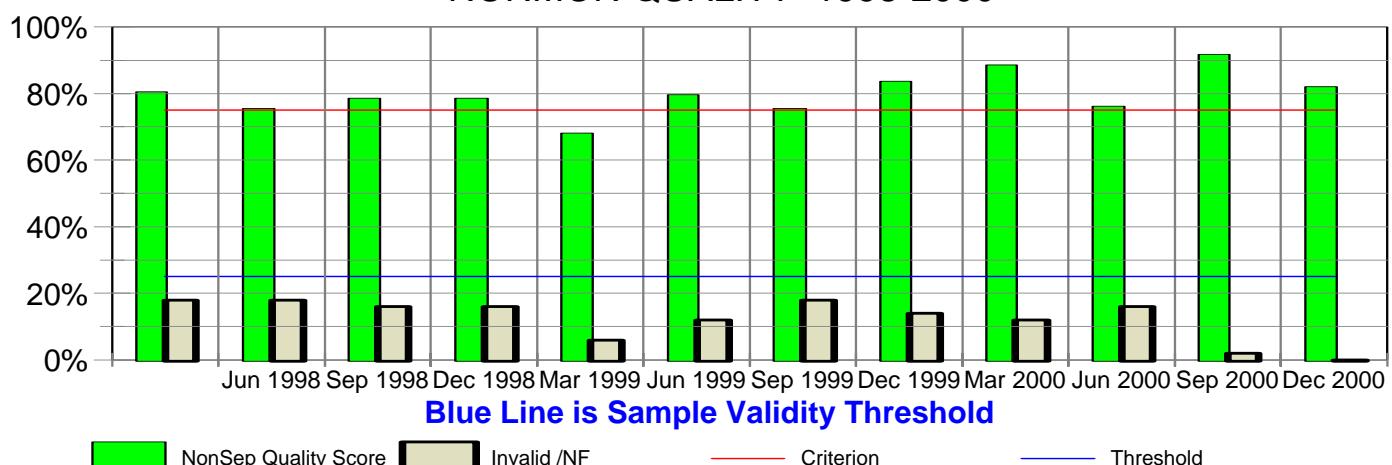
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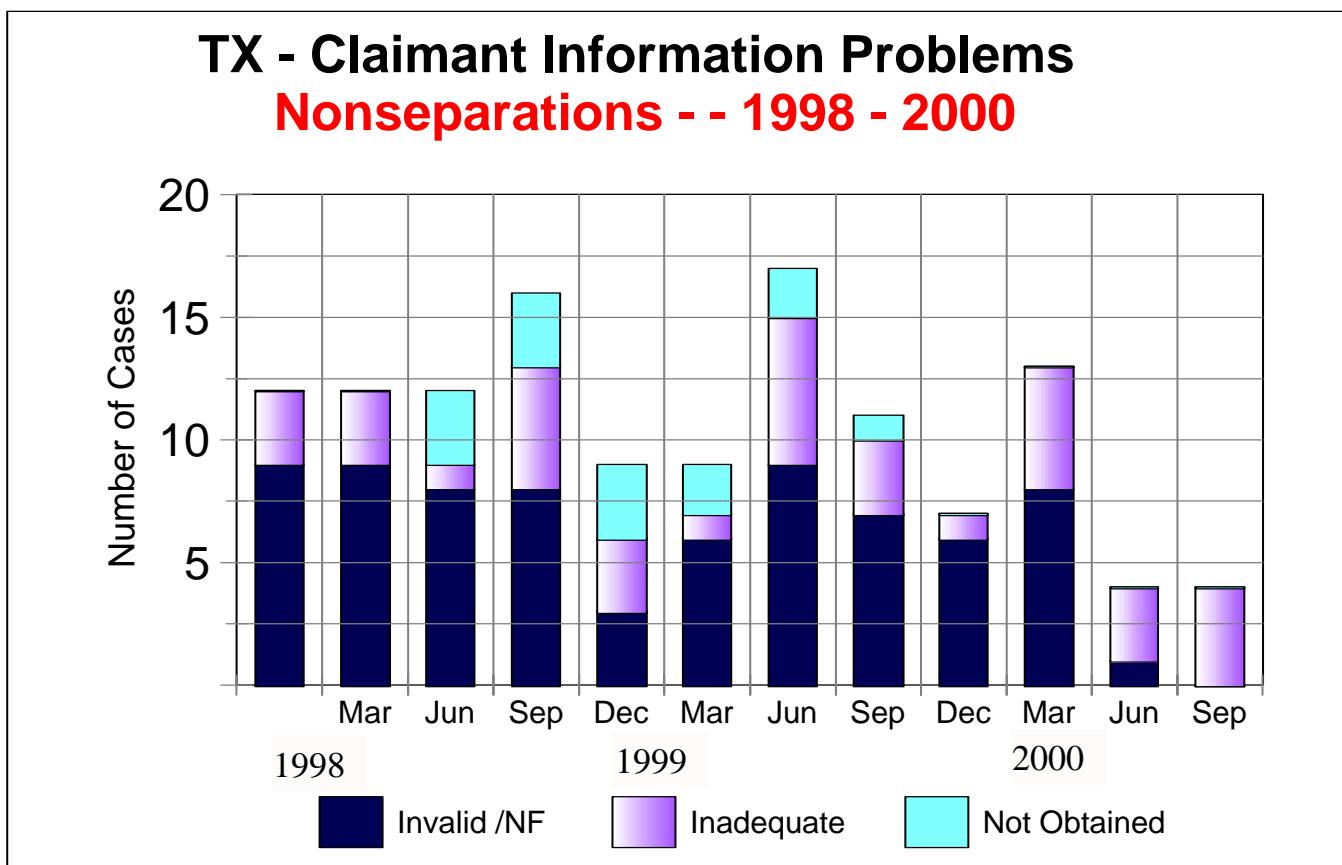
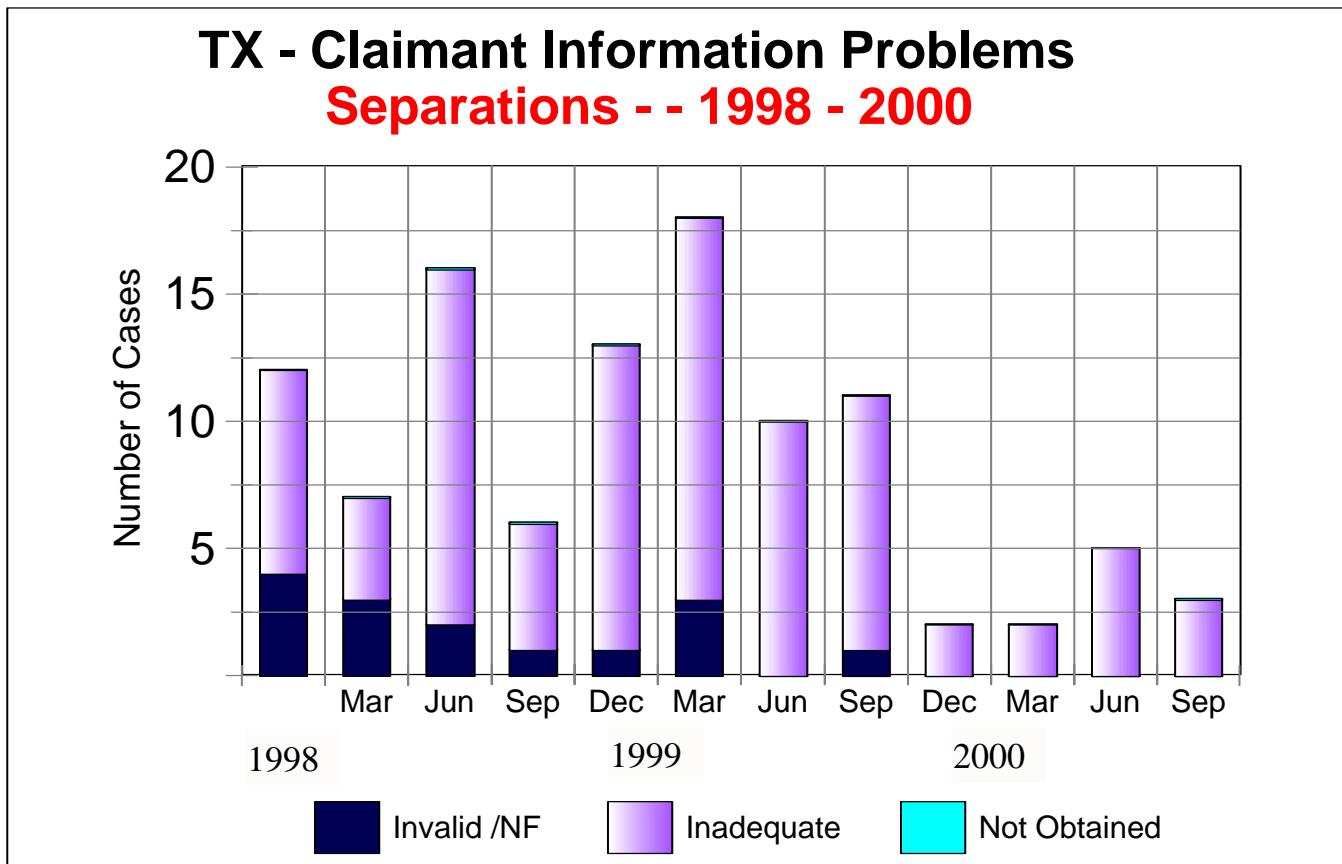


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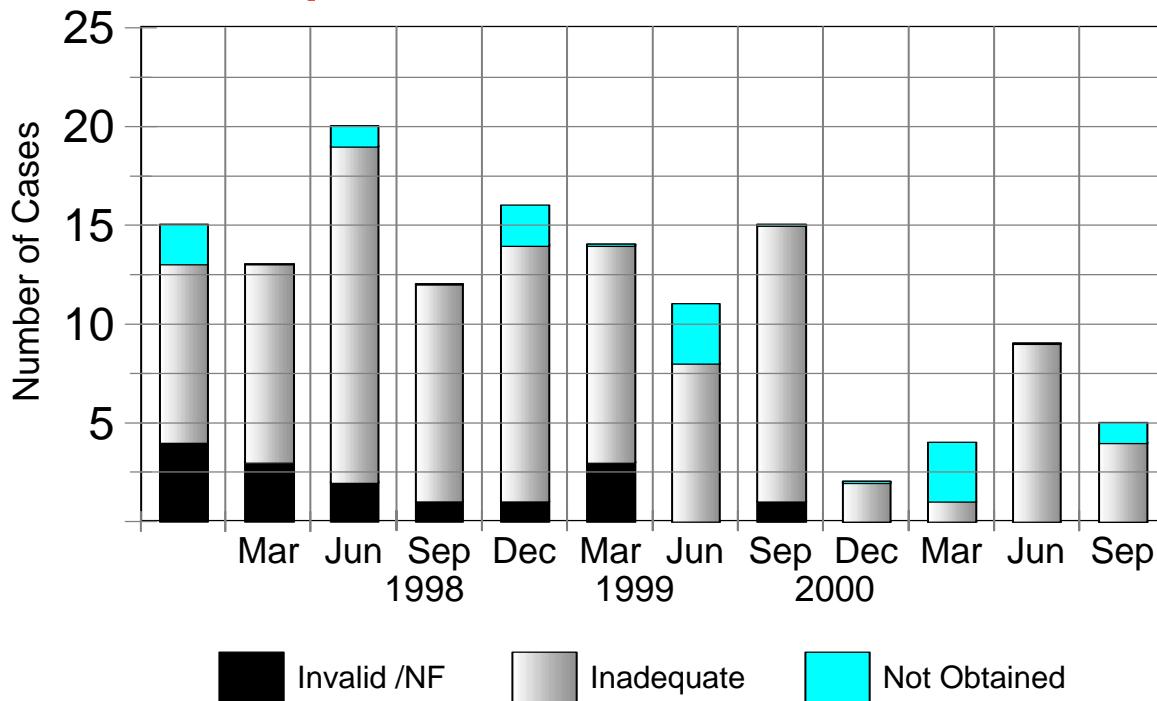


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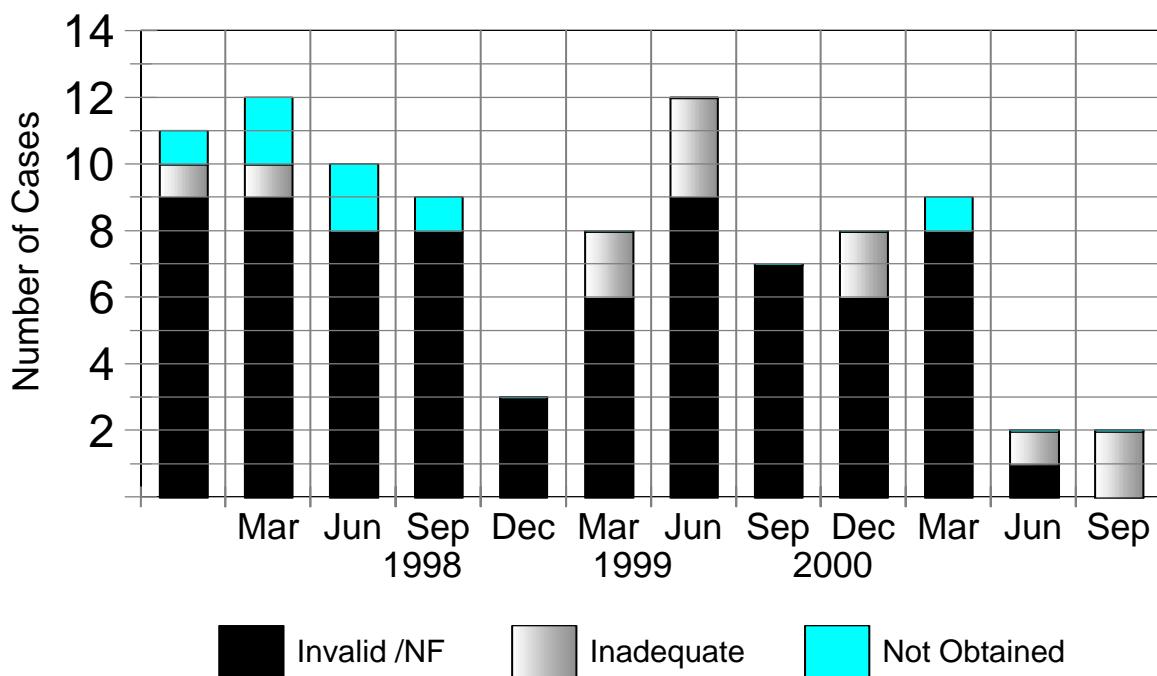




TX - Employer Information Problems Separations - 1998 - 2000

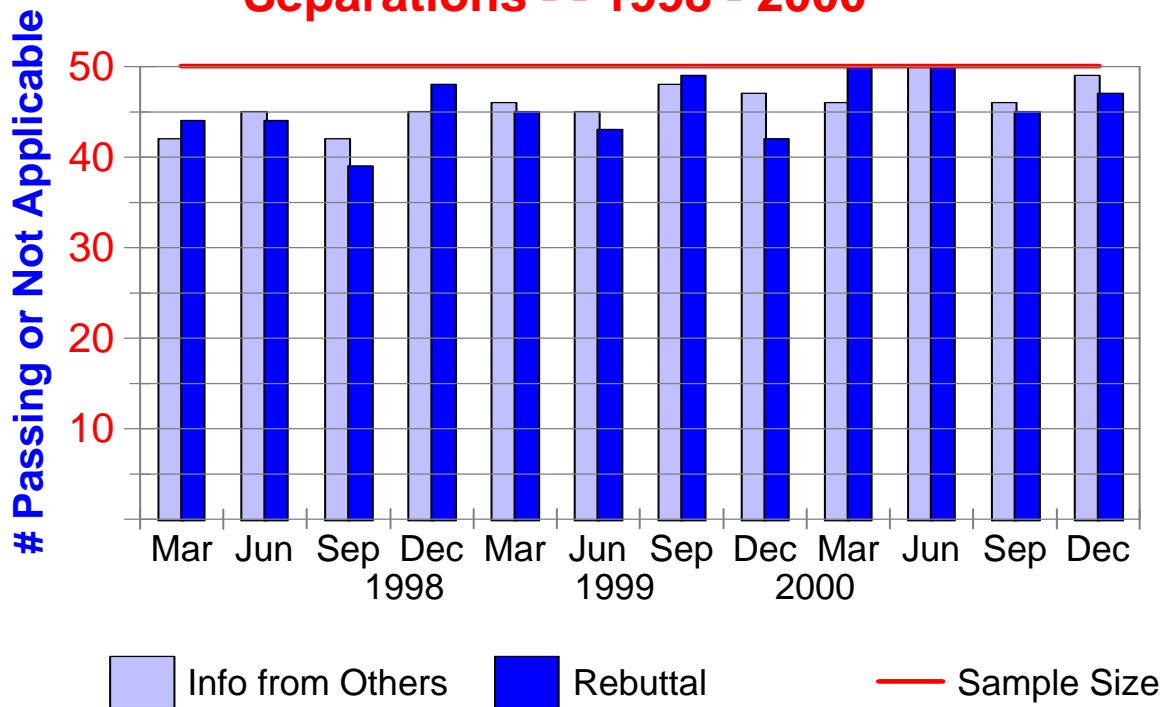


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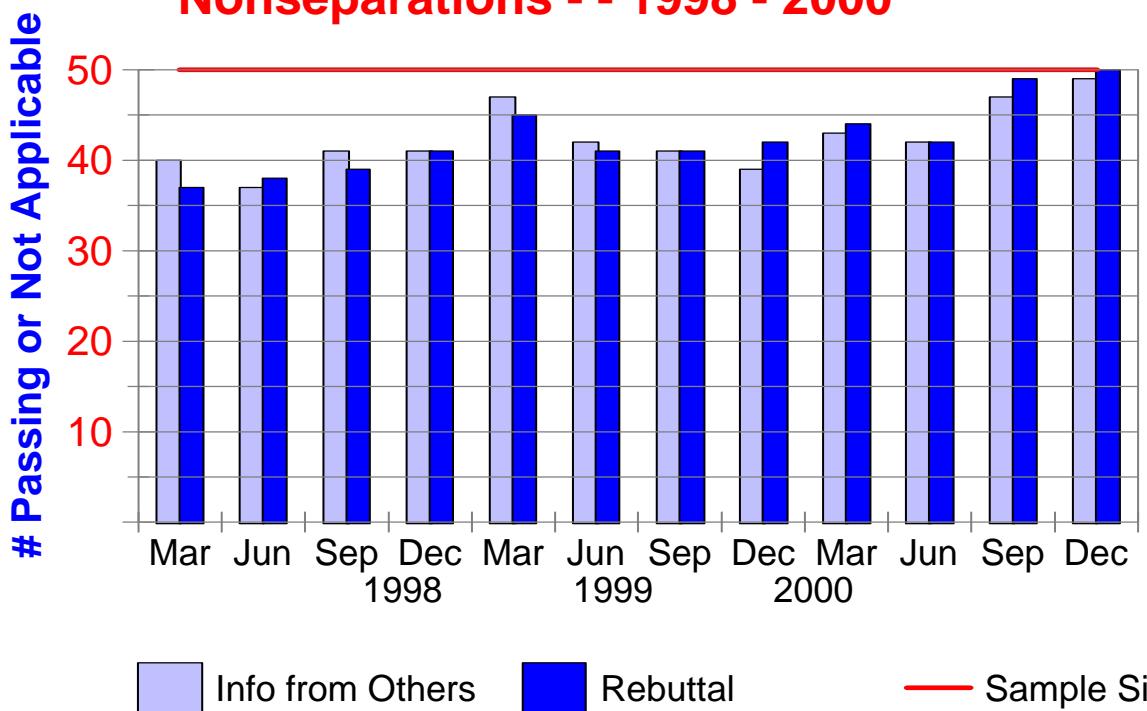
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Separations - - 1998 - 2000

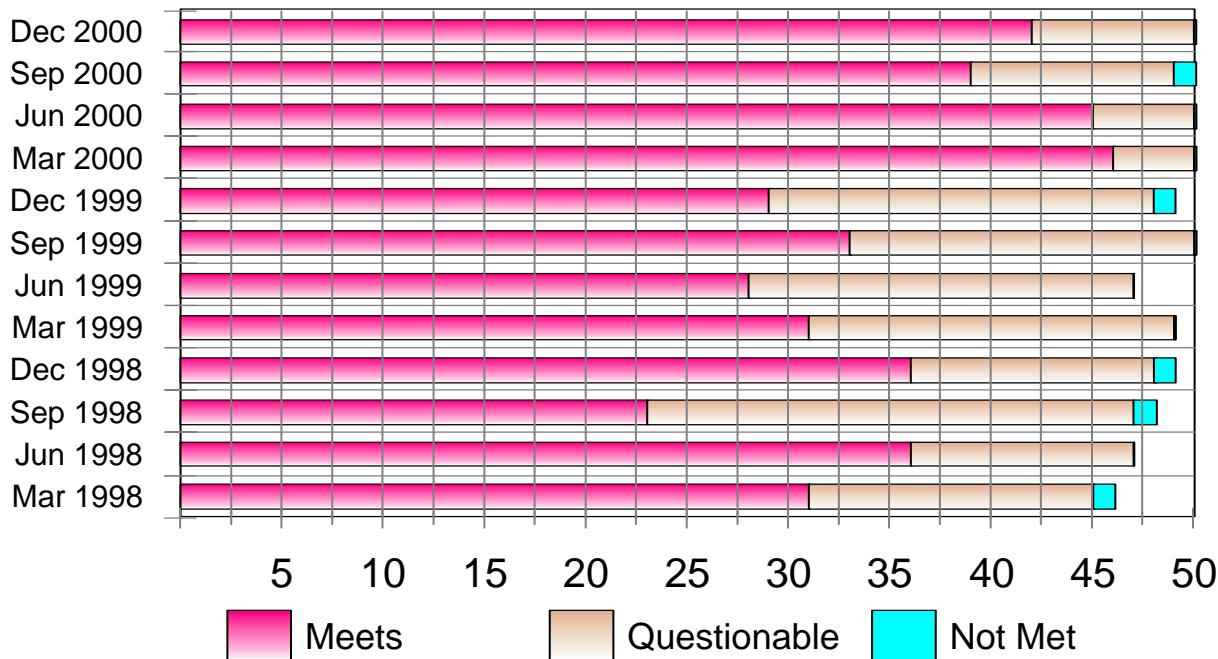


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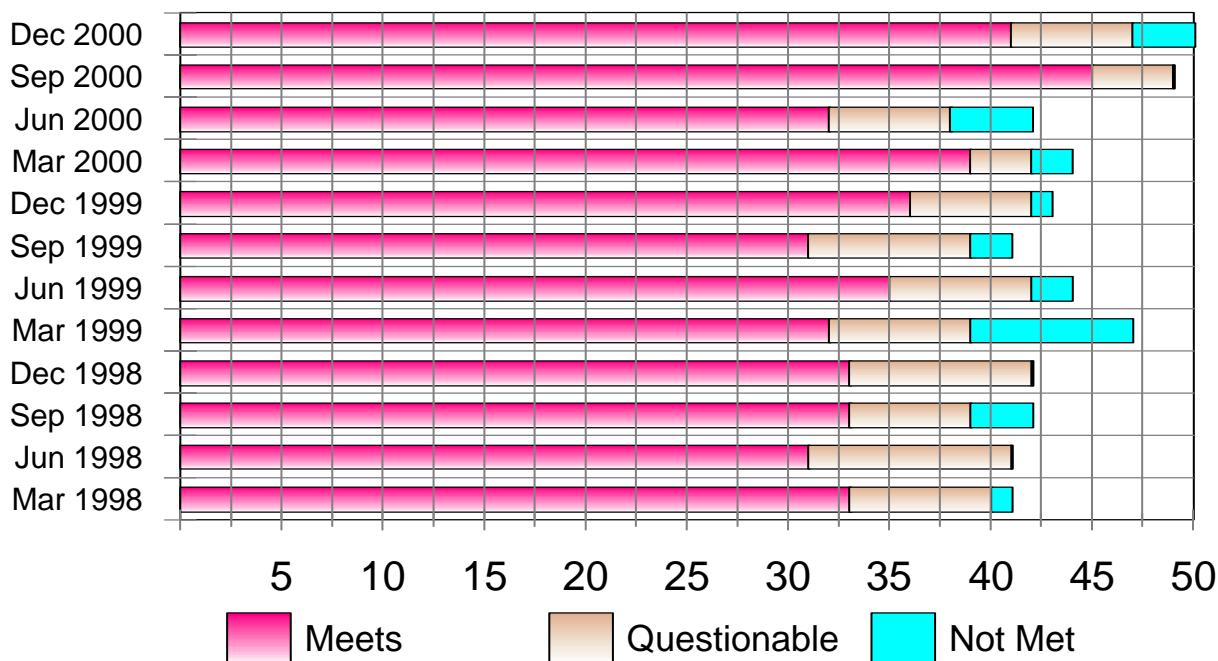
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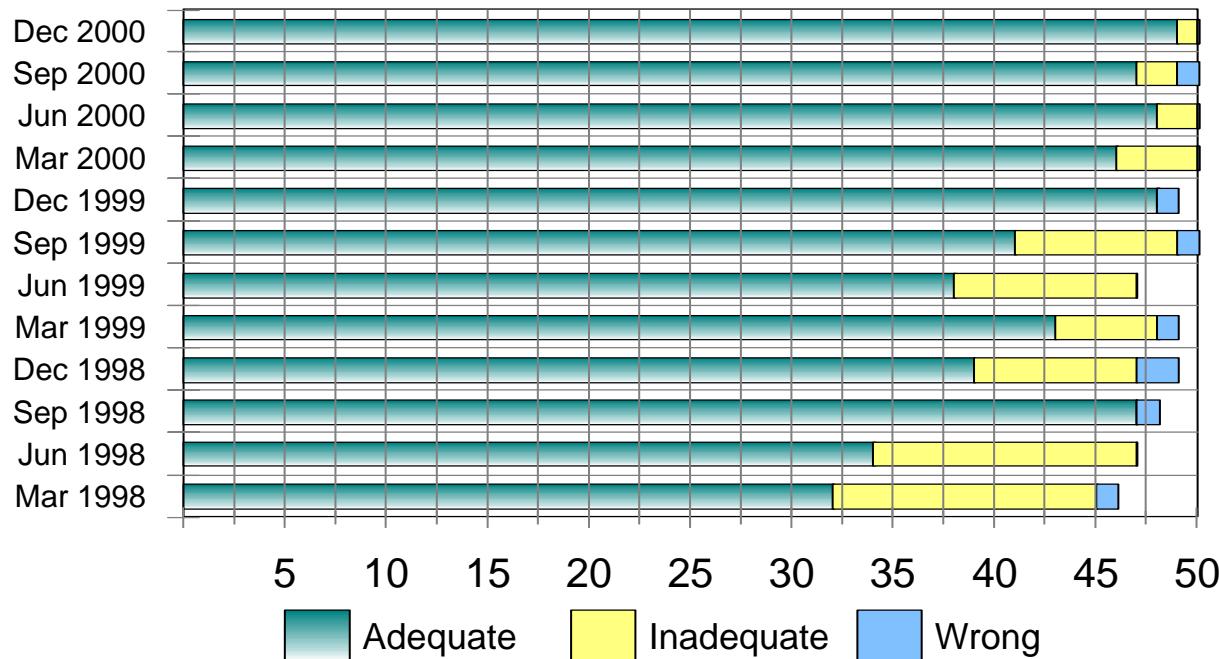
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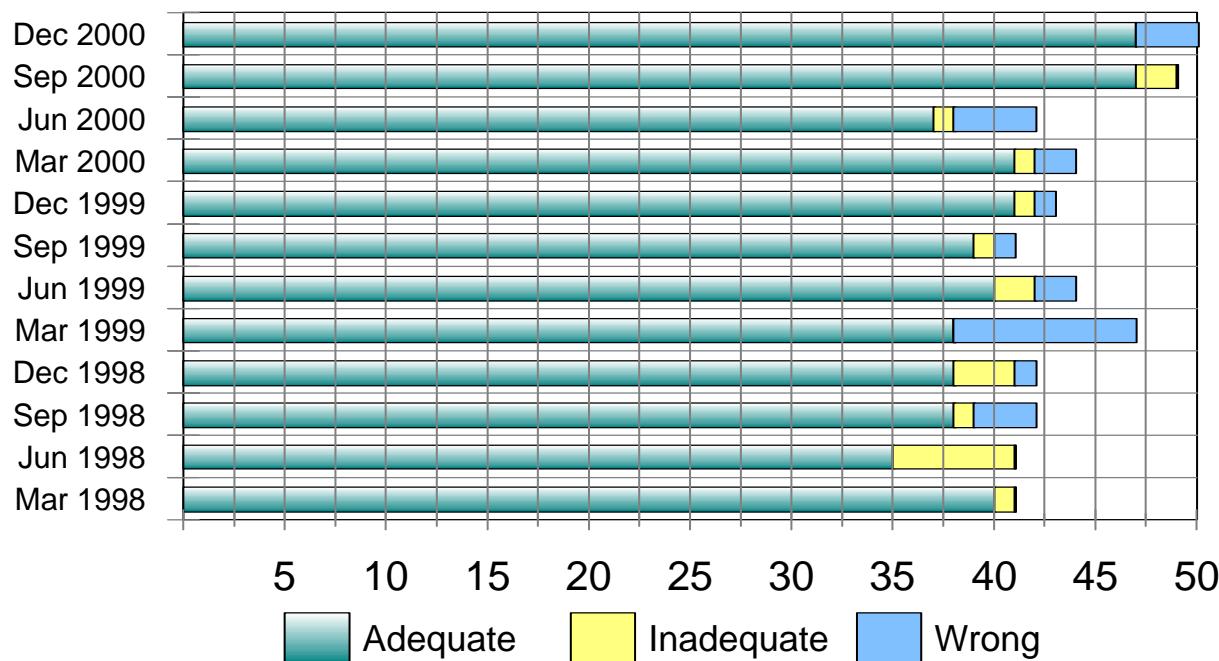
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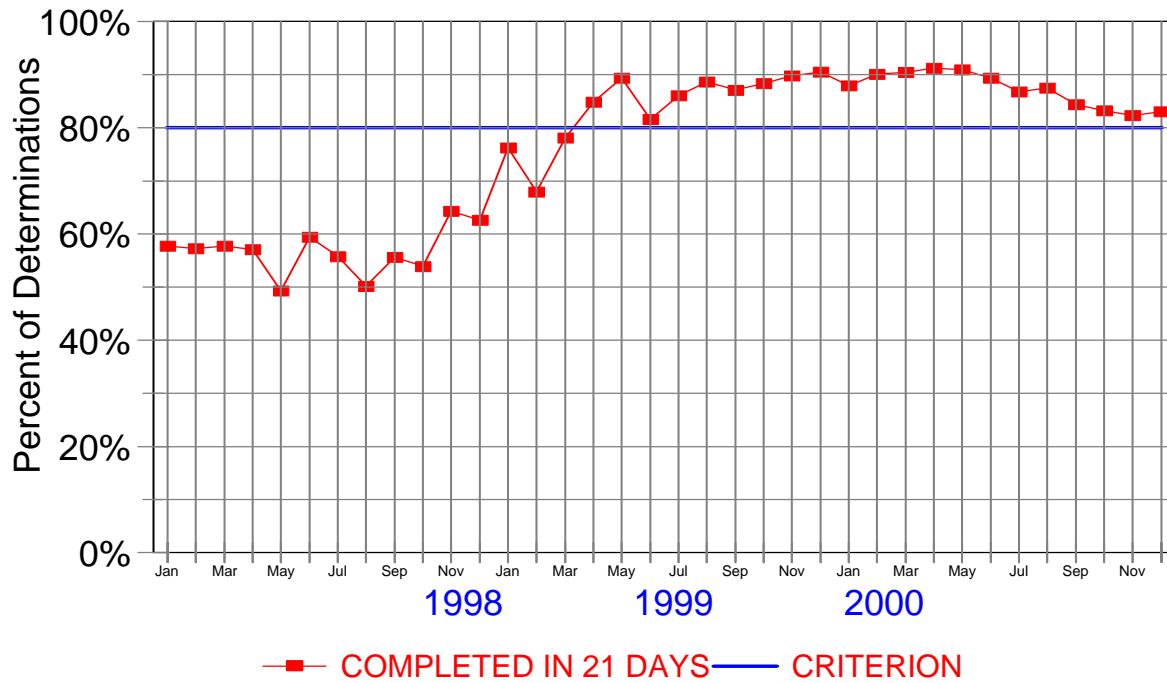
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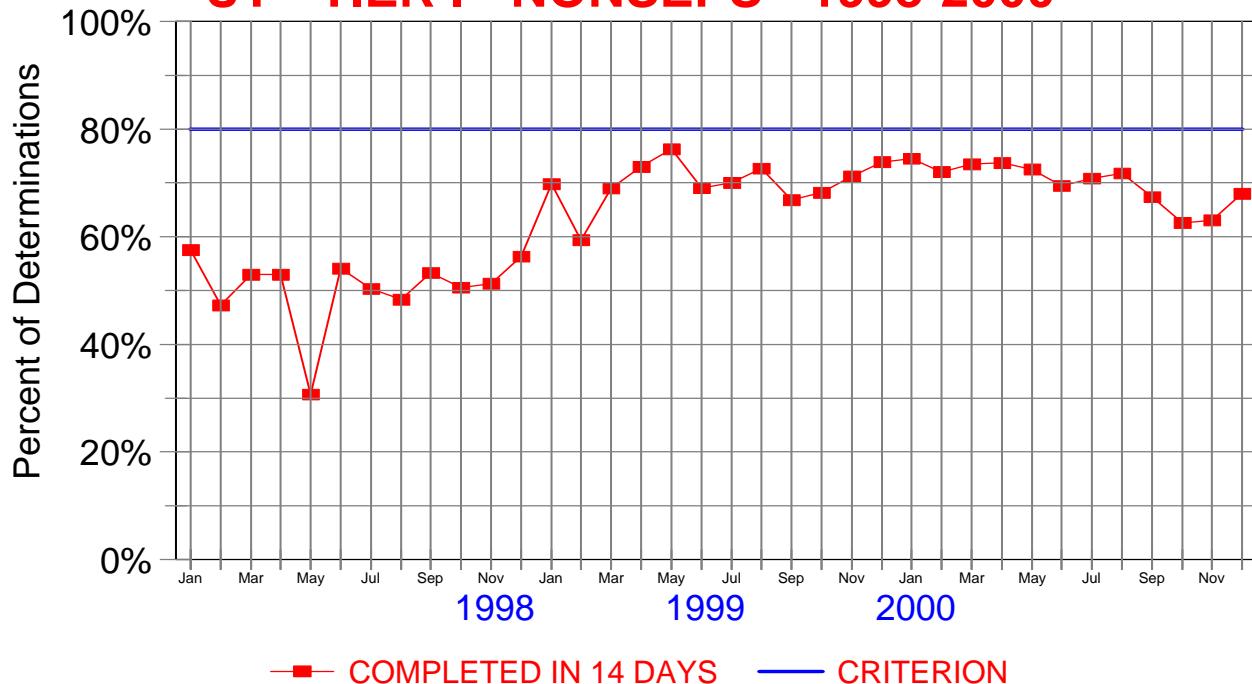
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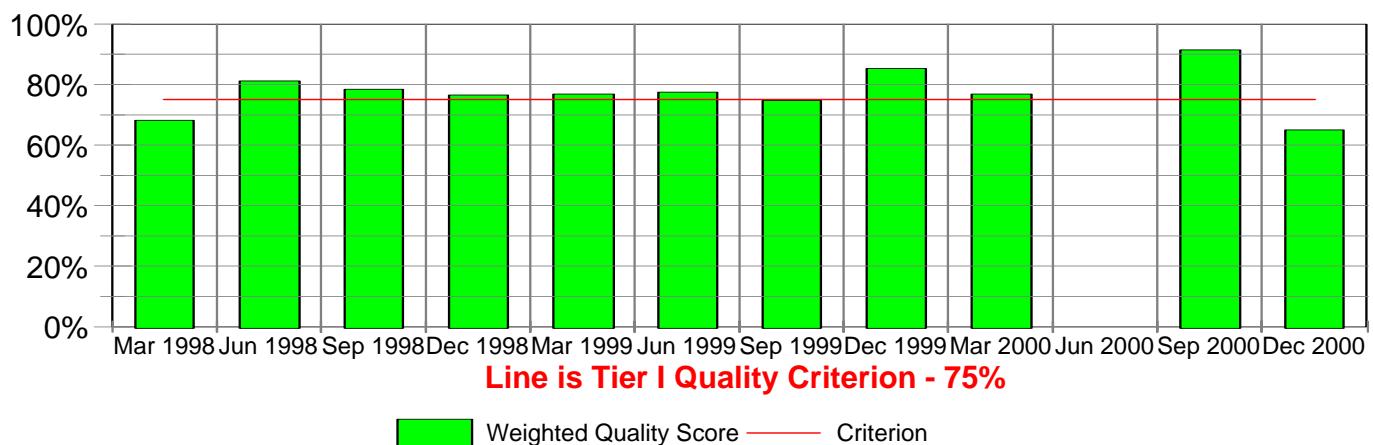
Nonmonetary Determinations Timeliness UT - TIER I - SEPARATIONS - 1998-2000



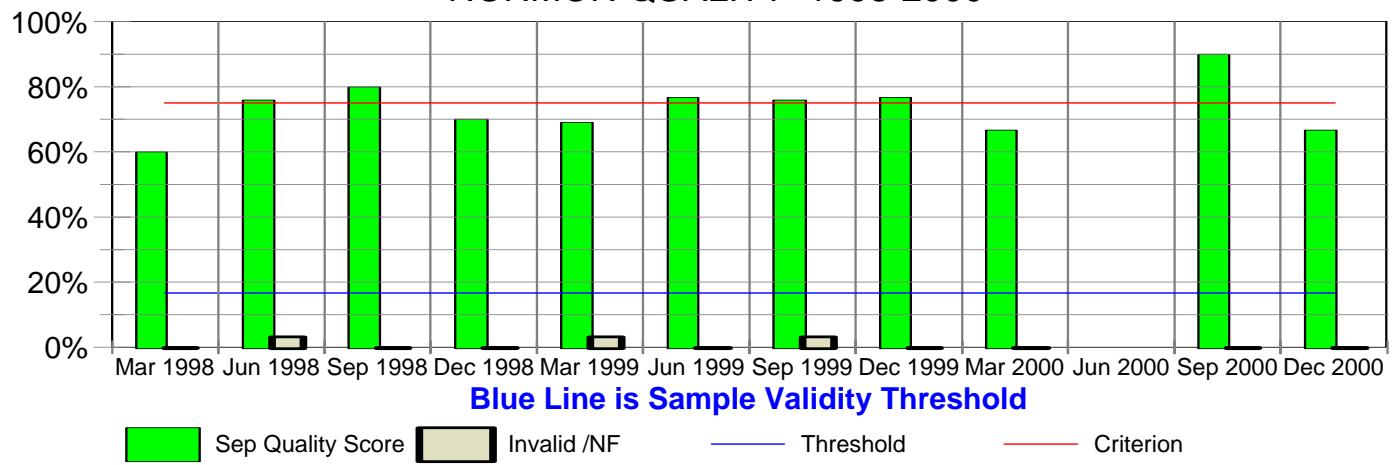
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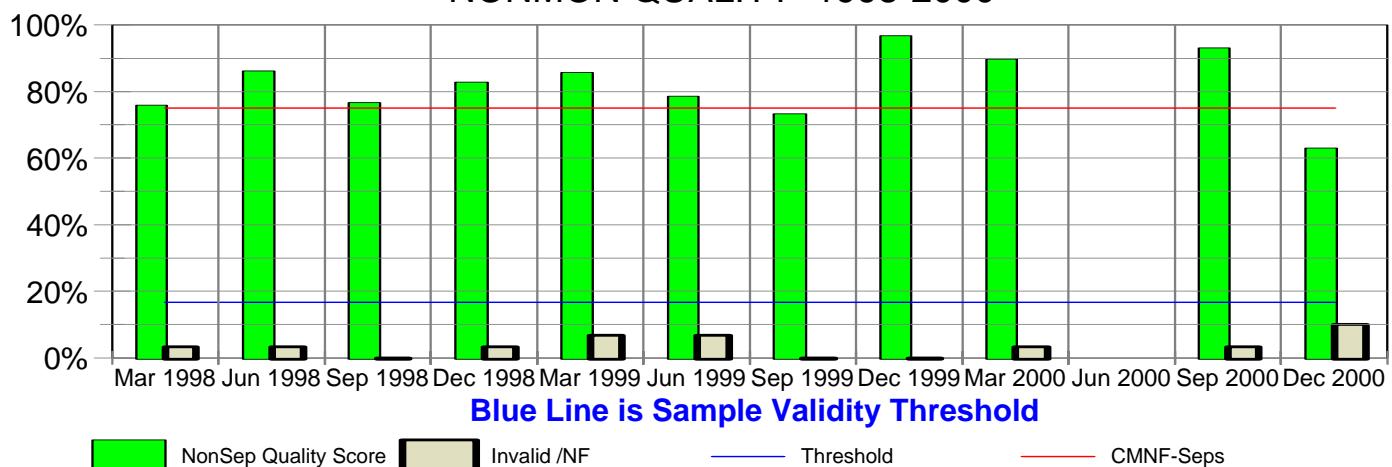
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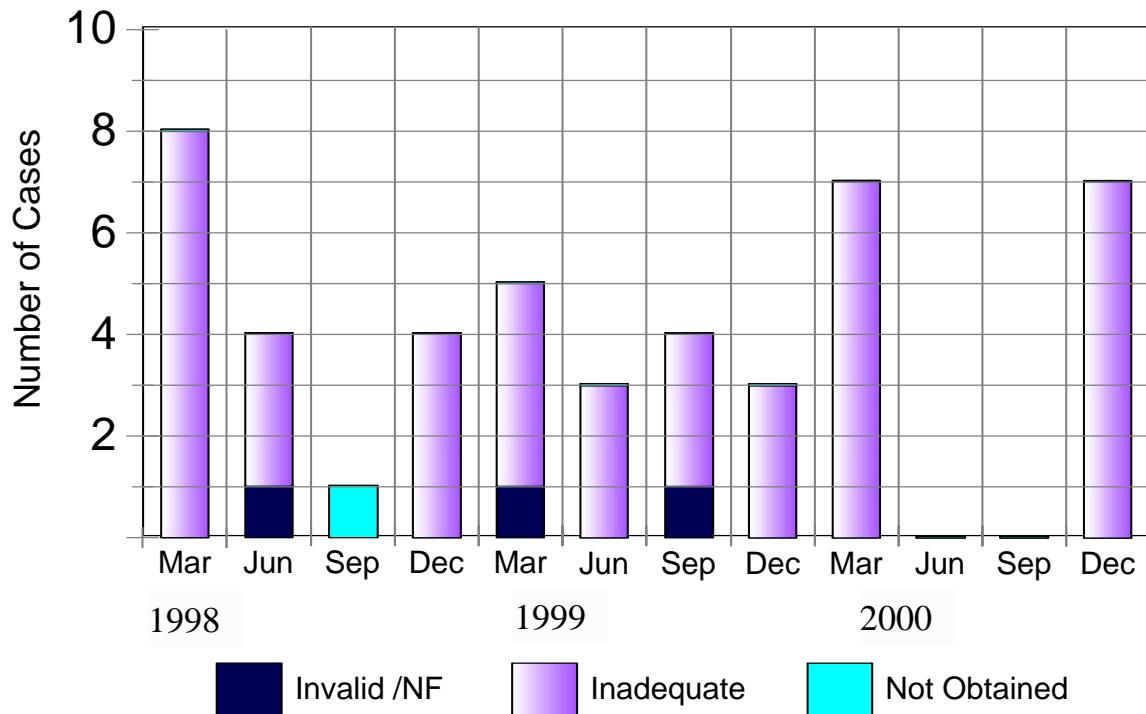
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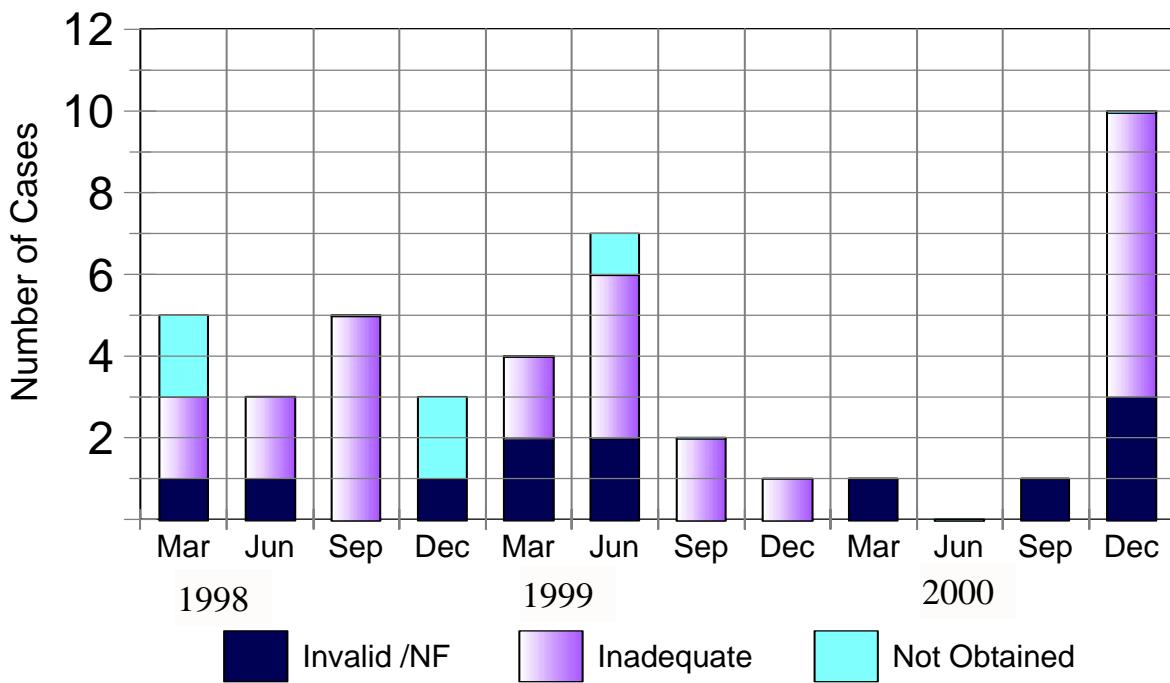
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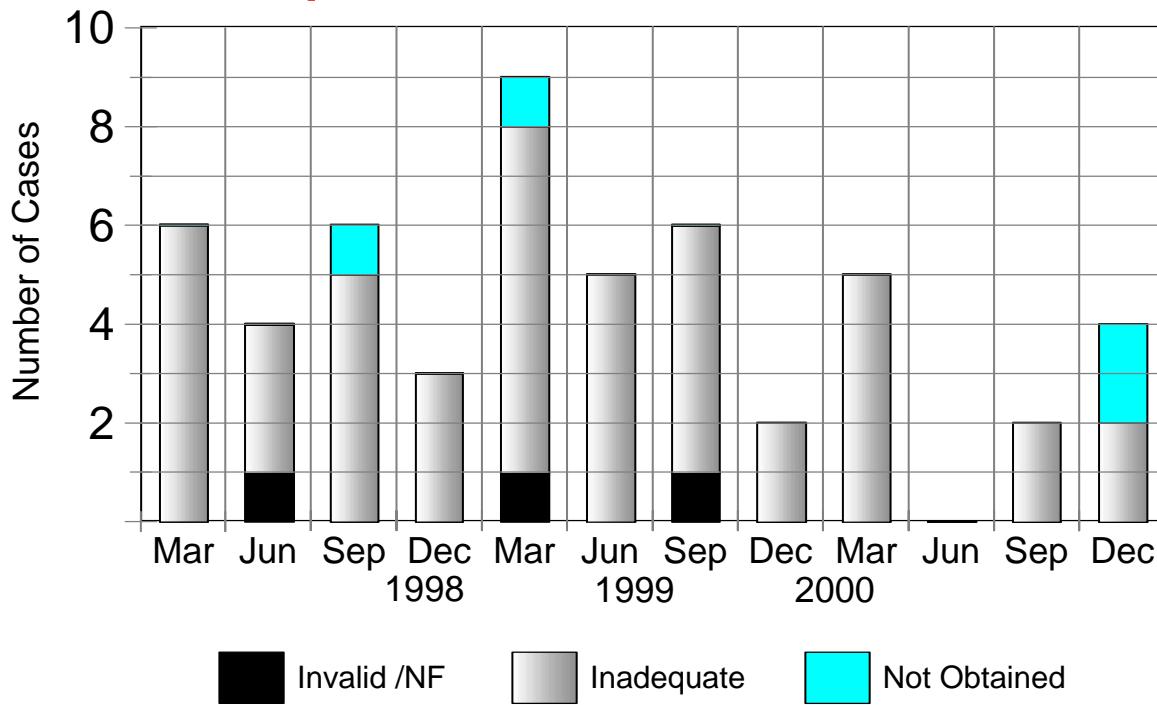
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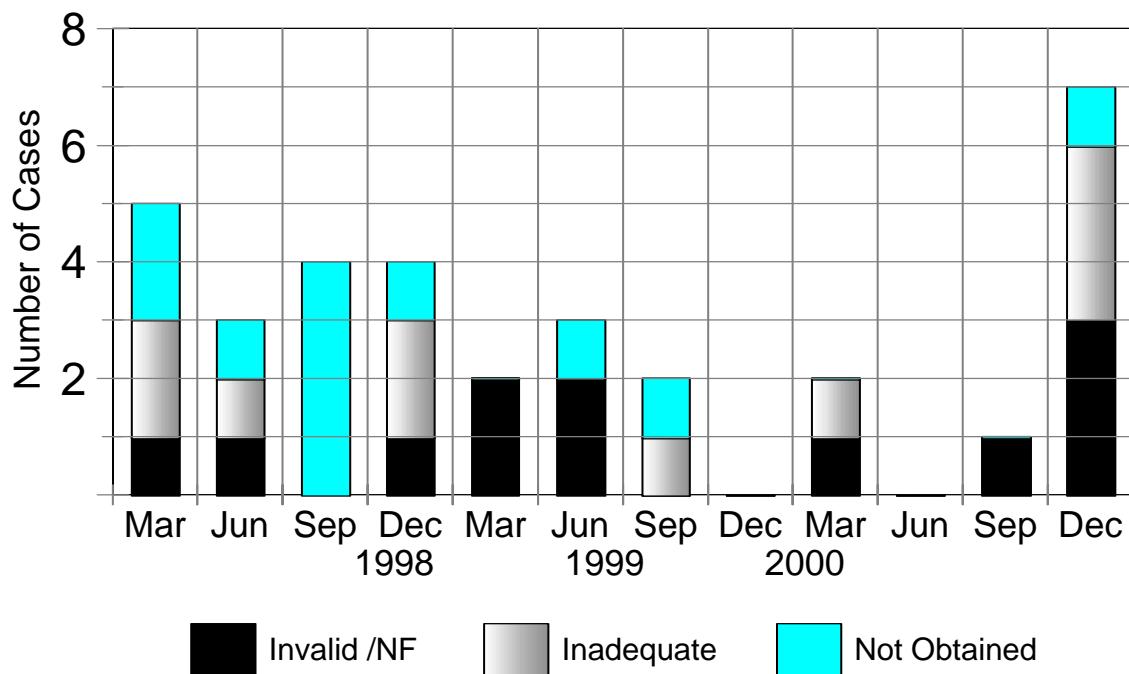
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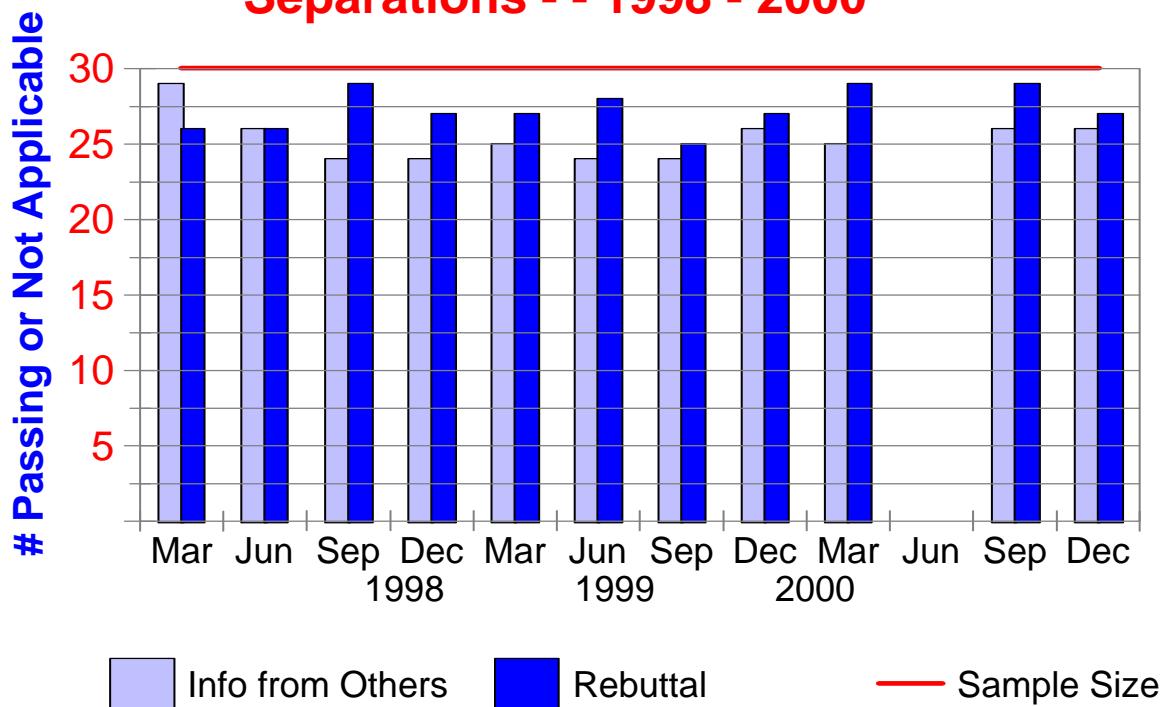
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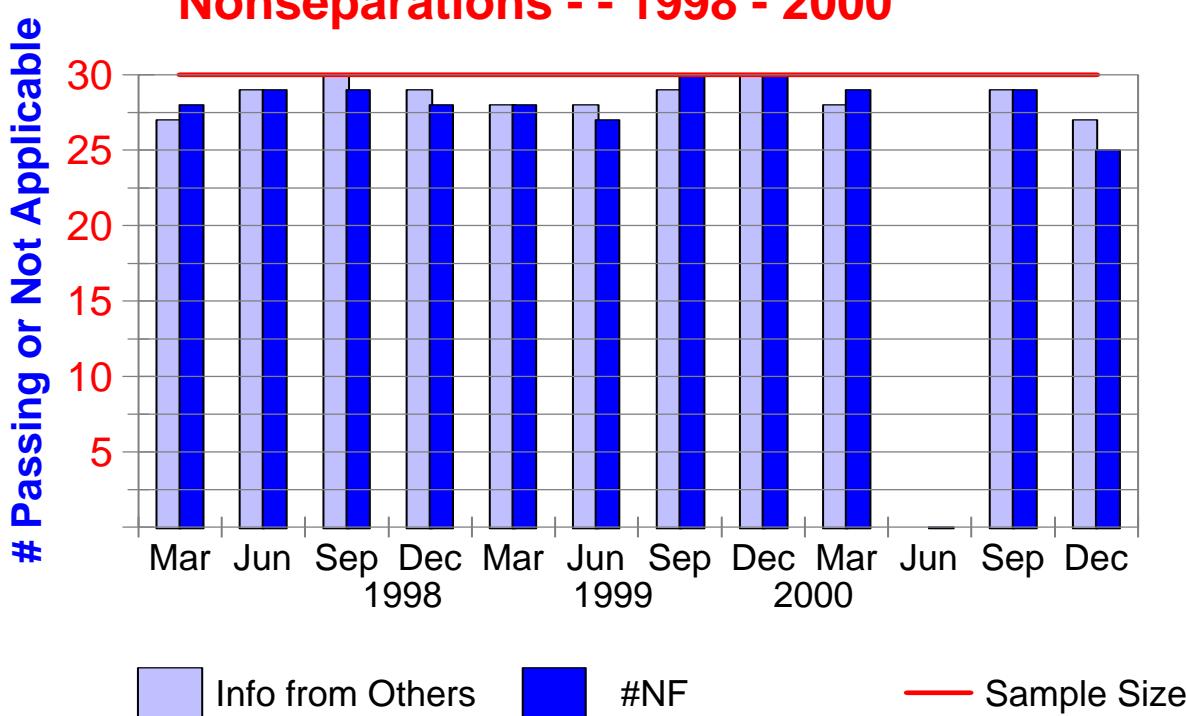
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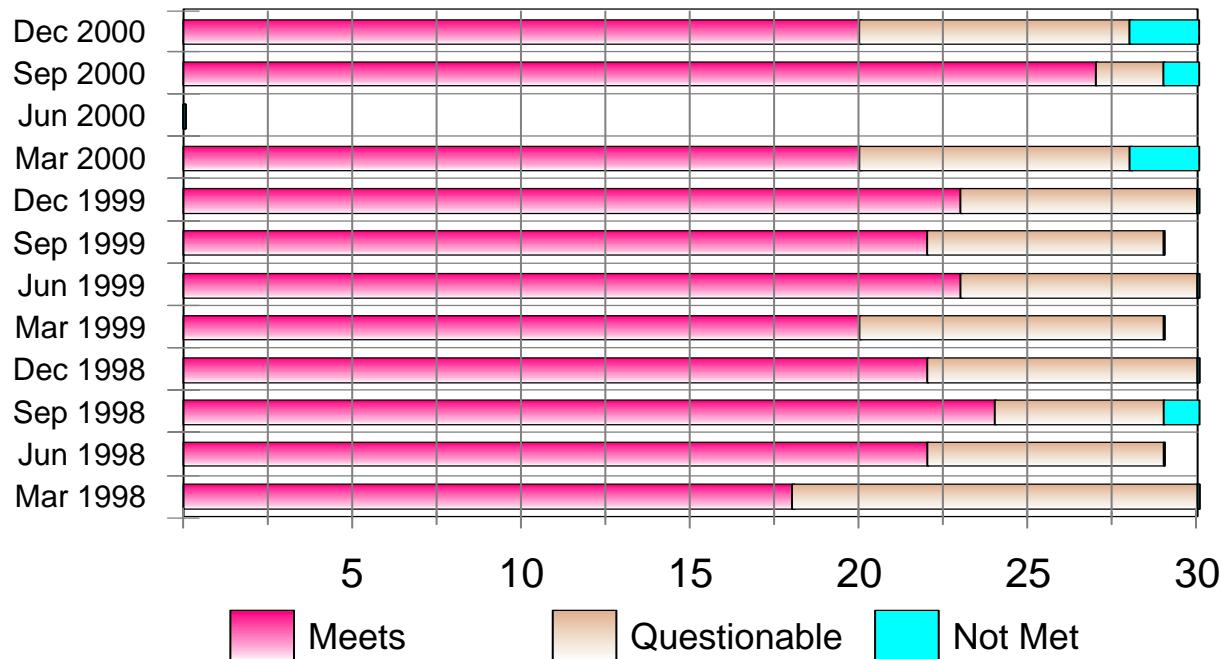
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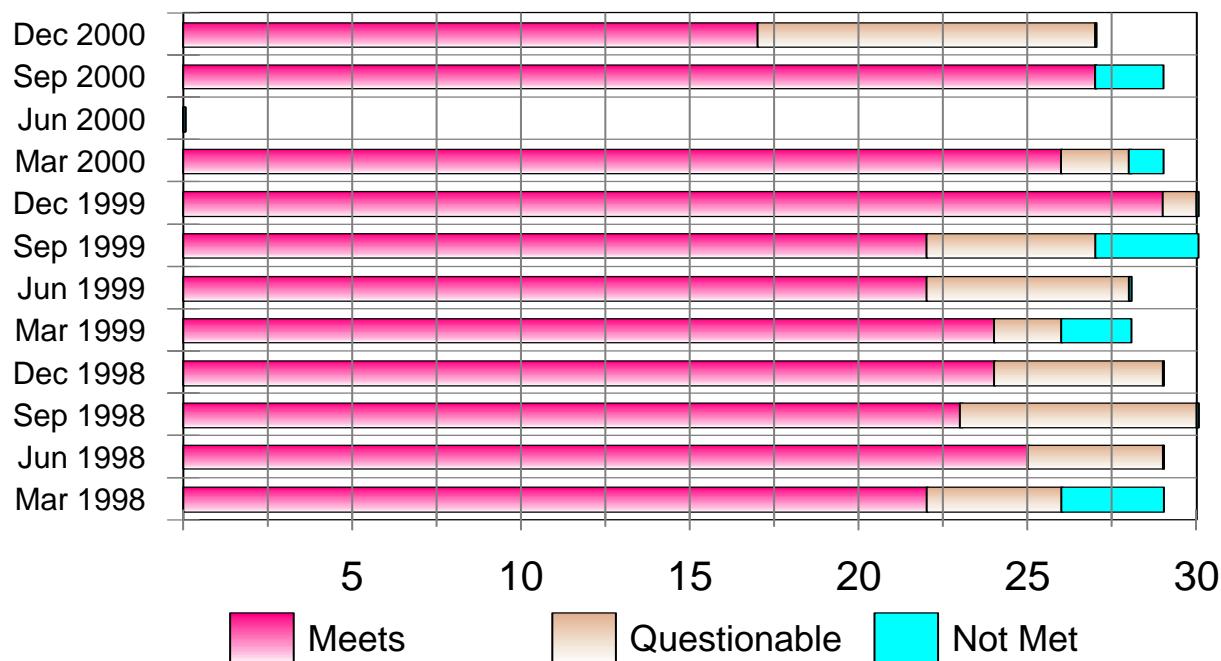
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UT - Meets Law & Policy - Results Separations - - 1998 - 2000

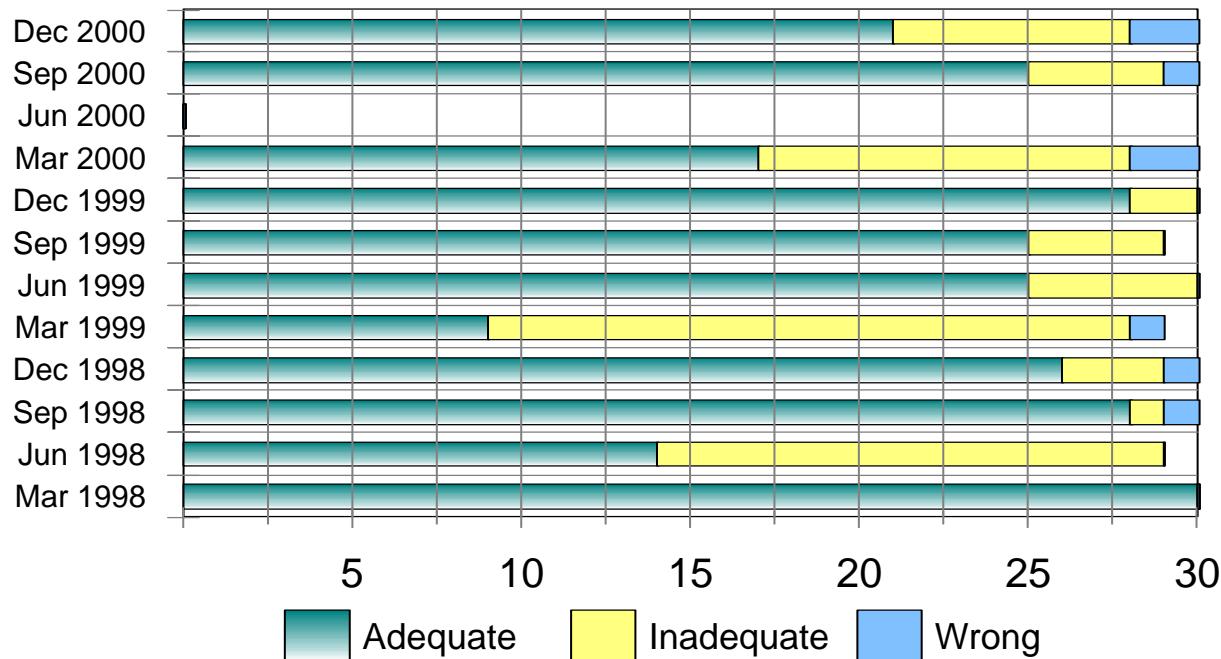


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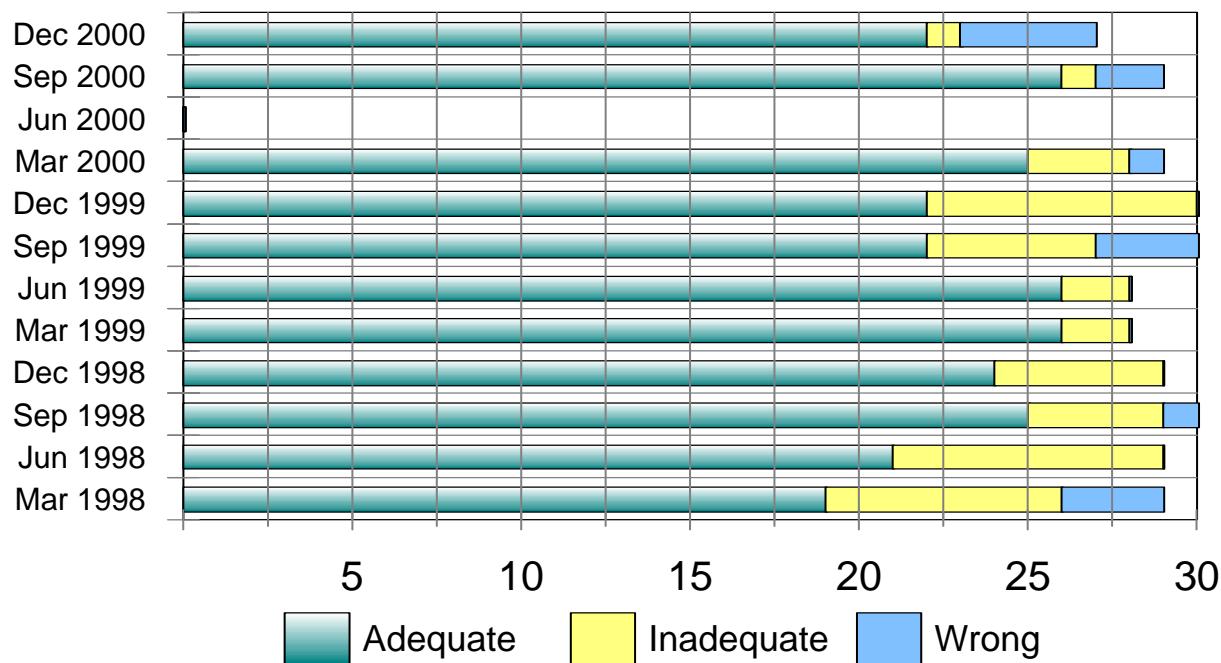
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Separations - - 1998 - 2000



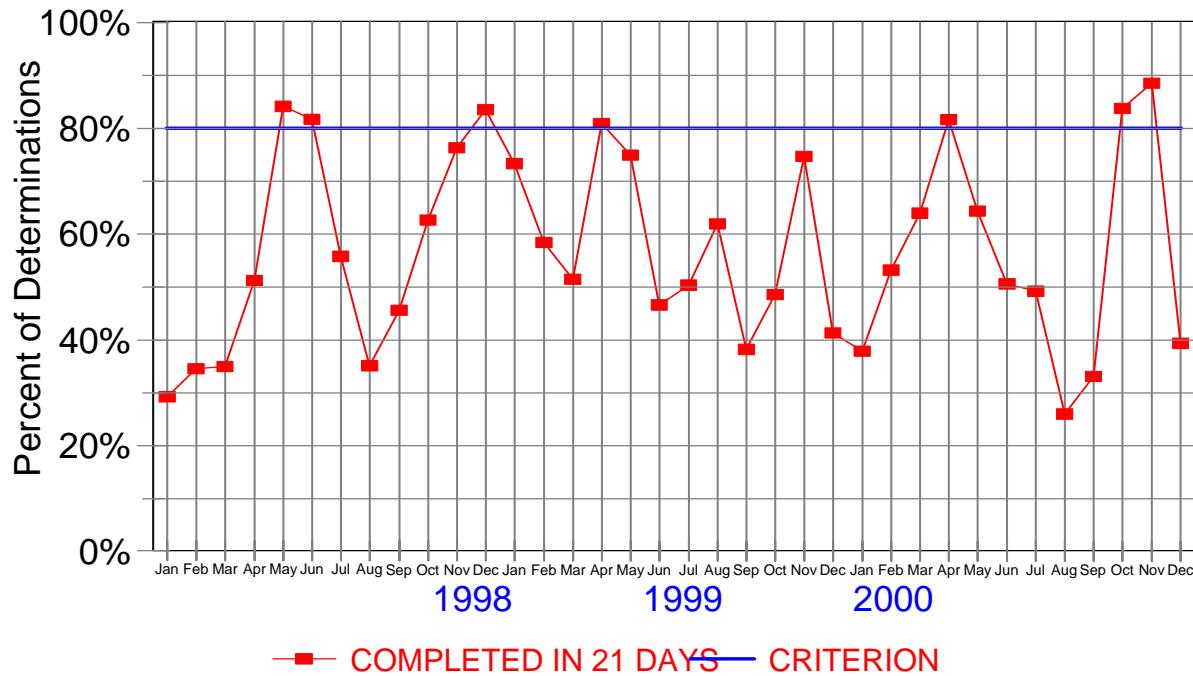
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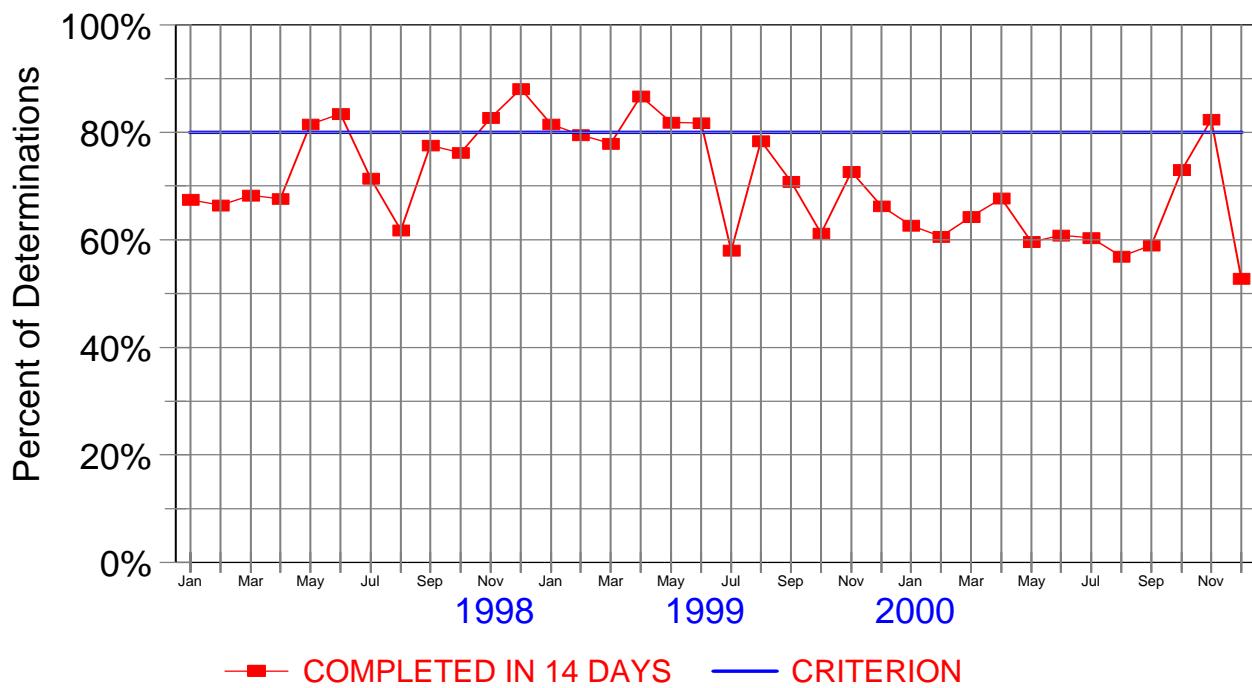


VERMONT

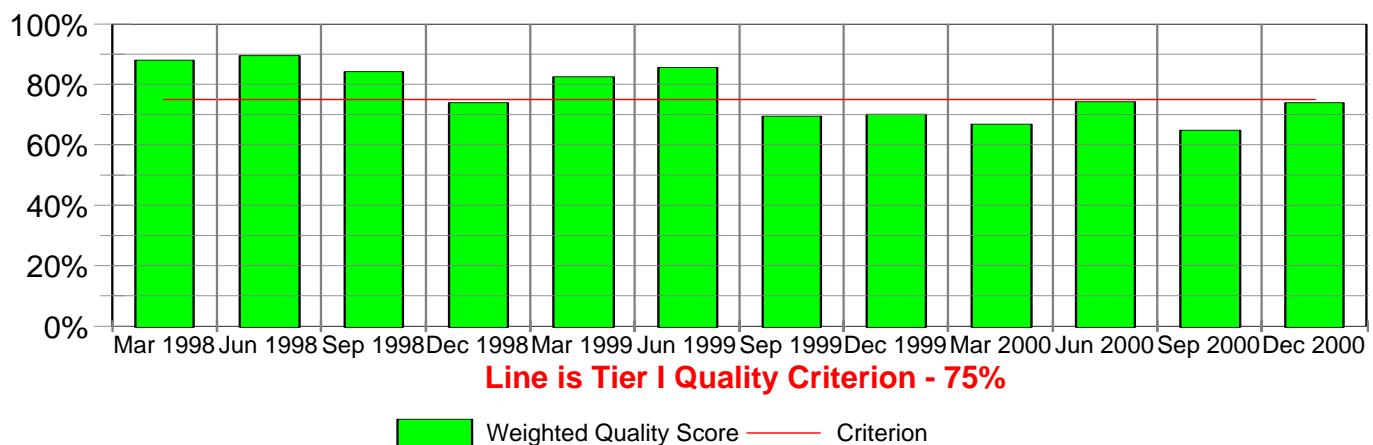
Nonmonetary Determinations Timeliness VT - TIER I - SEPARATIONS - 1998-2000



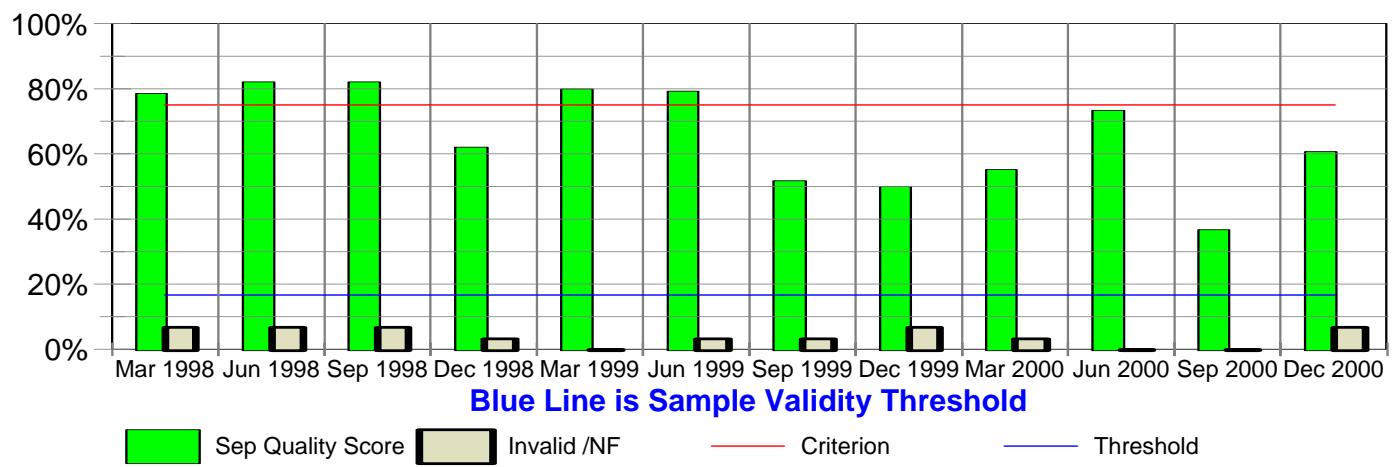
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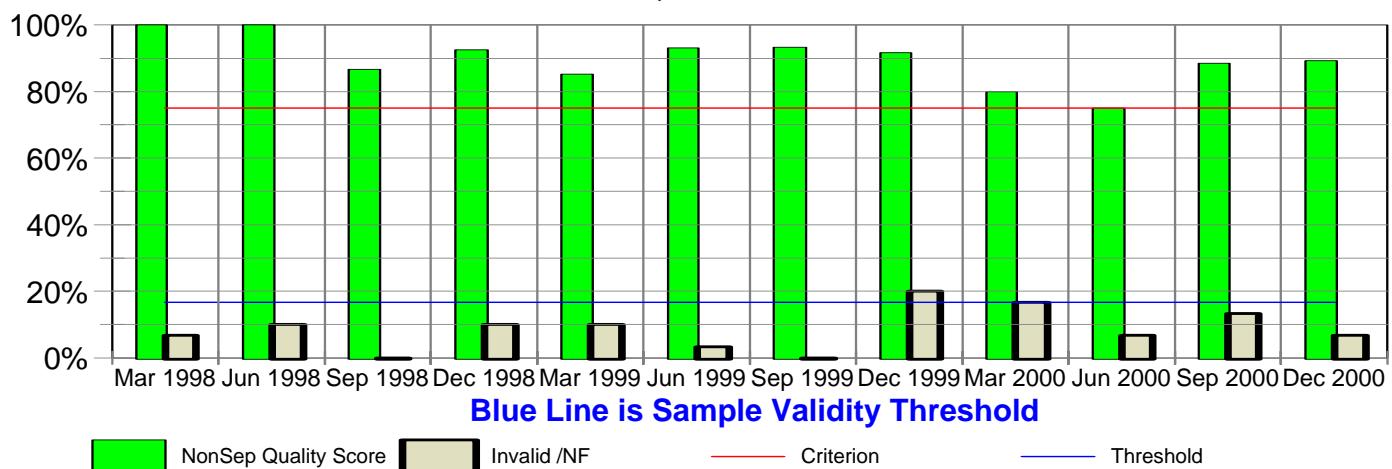
VERMONT NONMON QUALITY 1998-2000



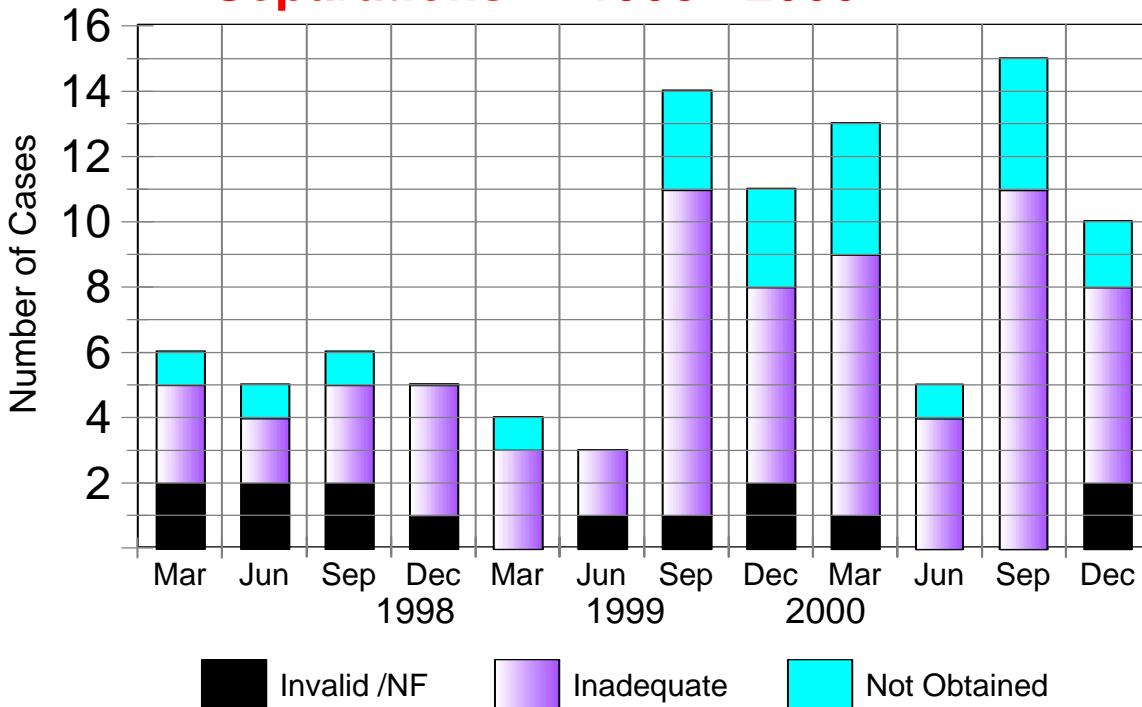
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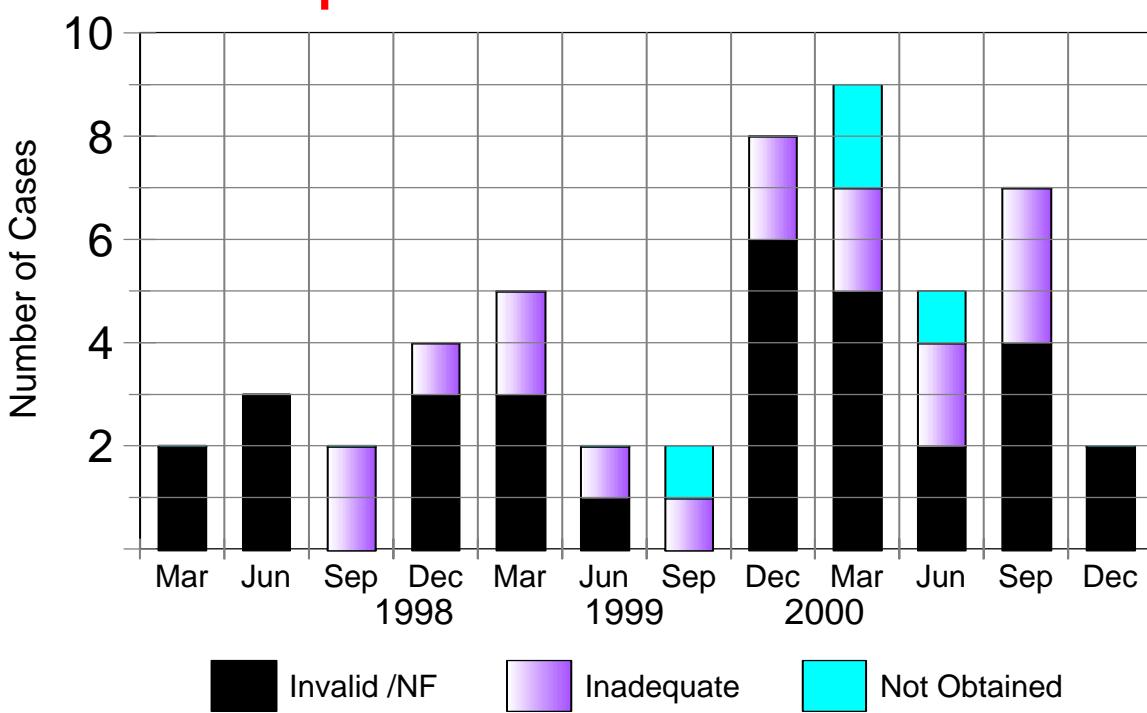
VERMONT: NONSEPARATIONS NONMON QUALITY 1998-2000



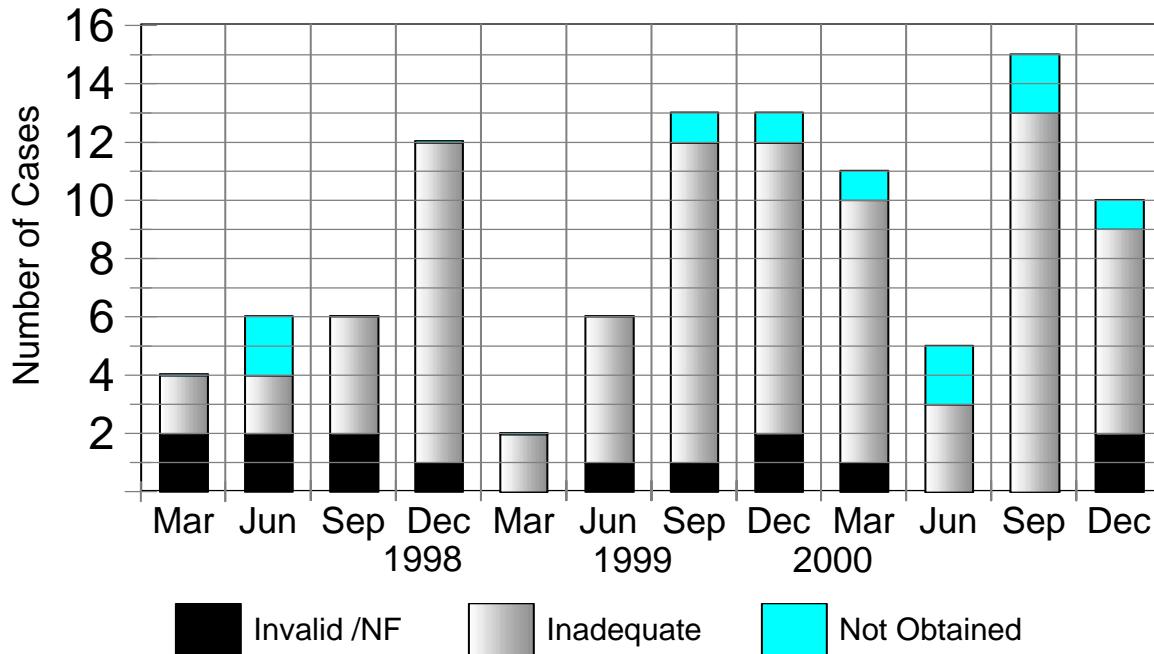
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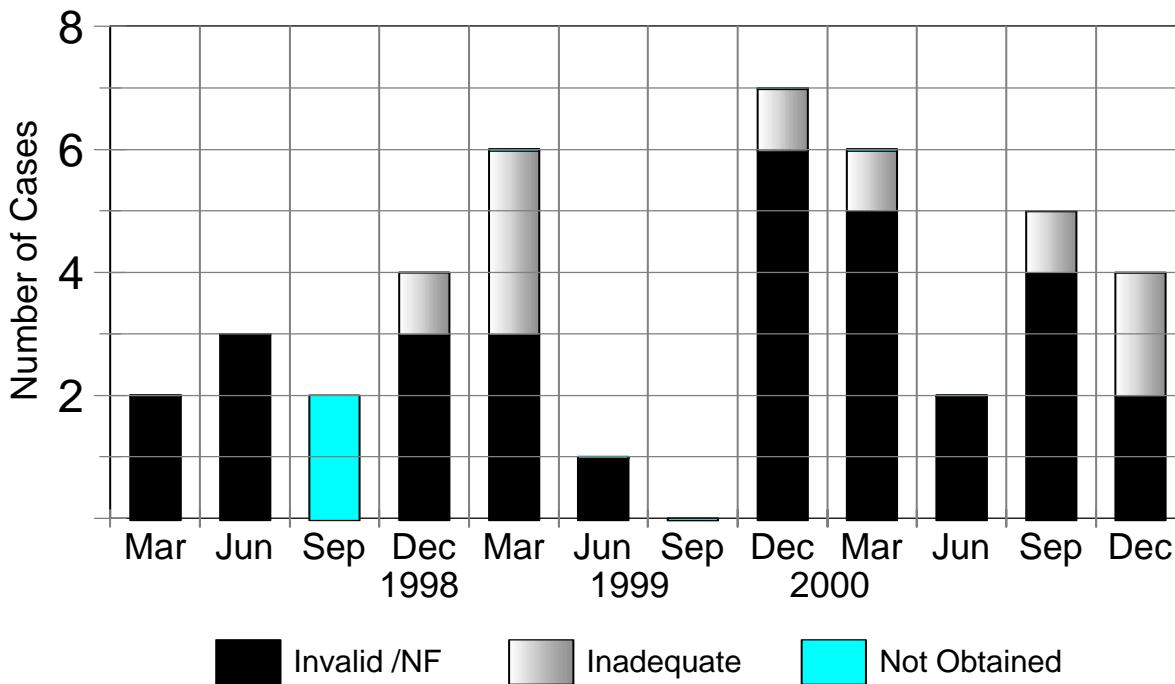
VT - Claimant Information Problems Nonseparations - - 1998 - 2000



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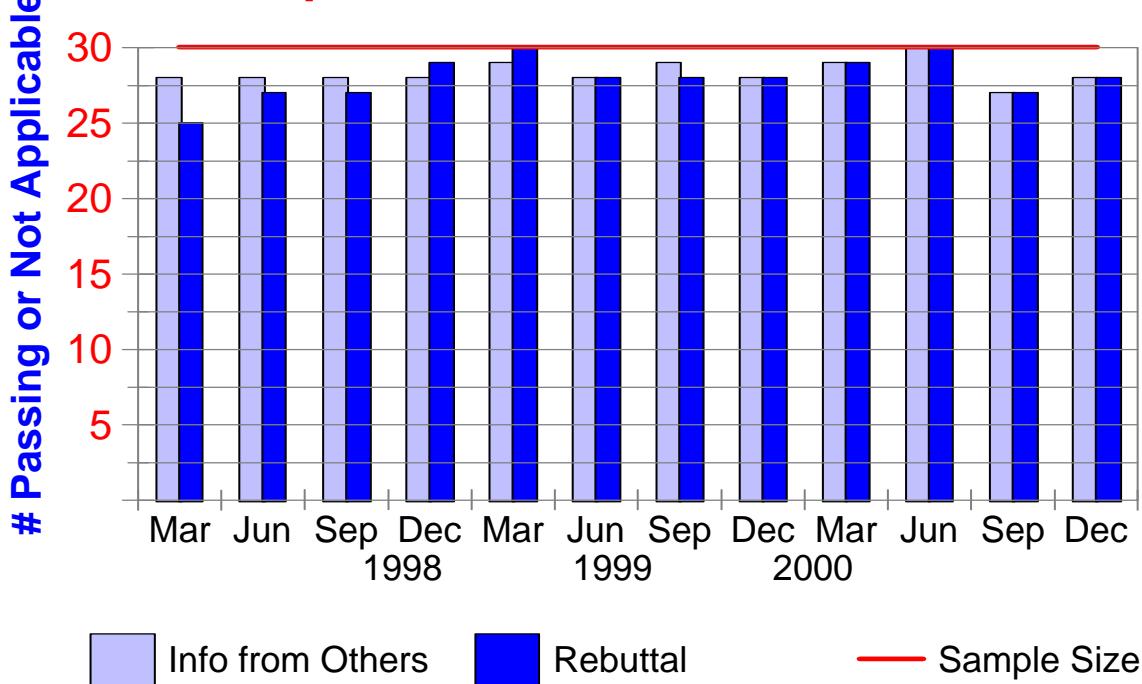


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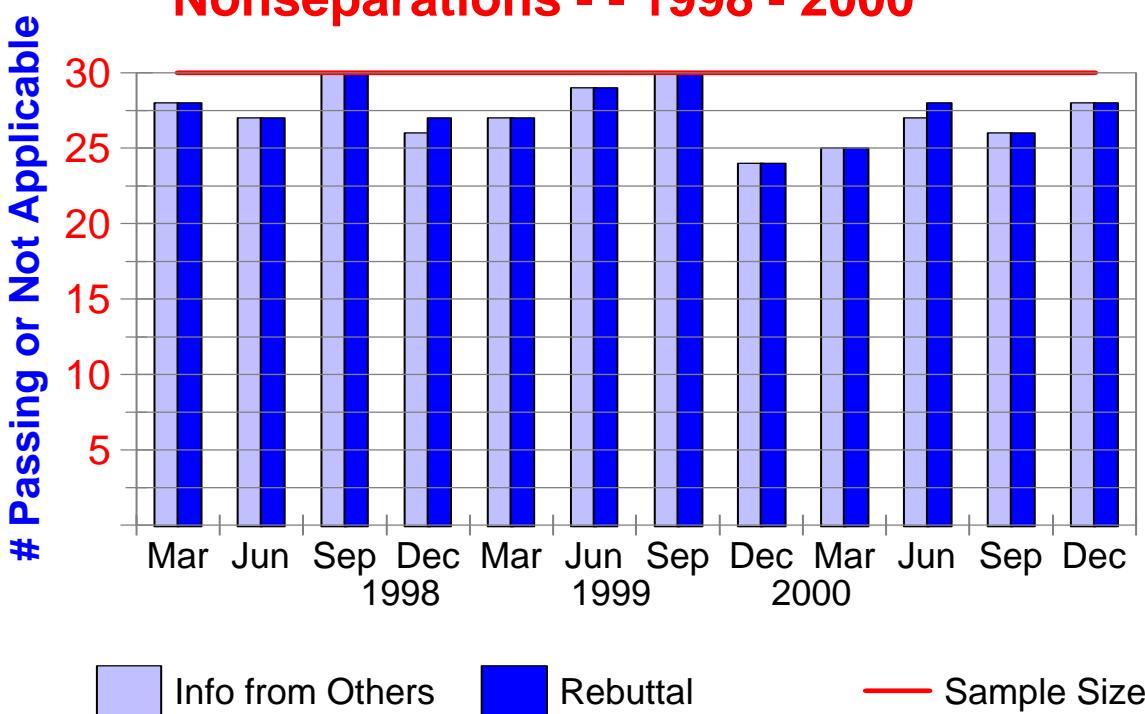
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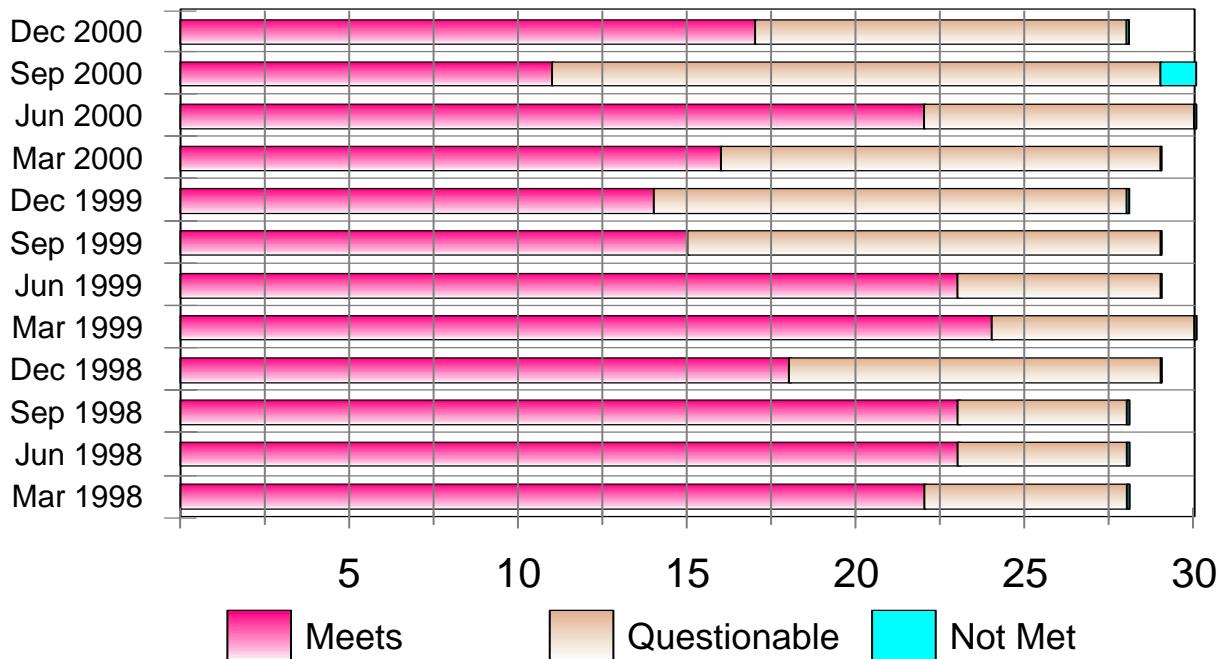


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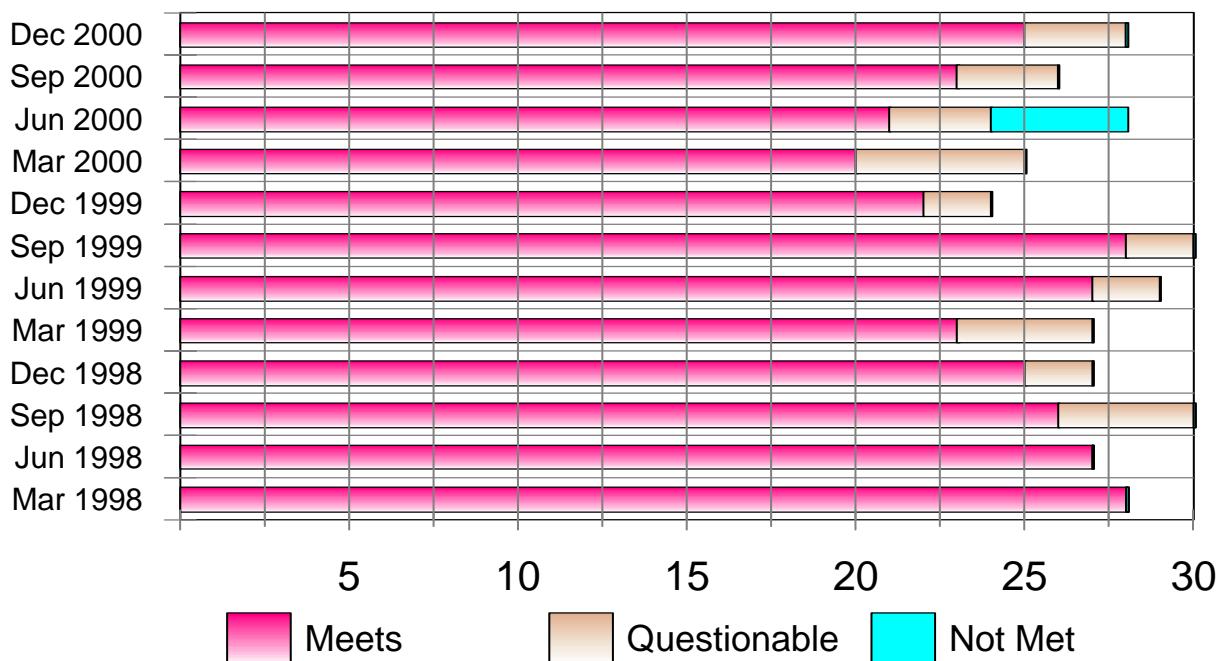
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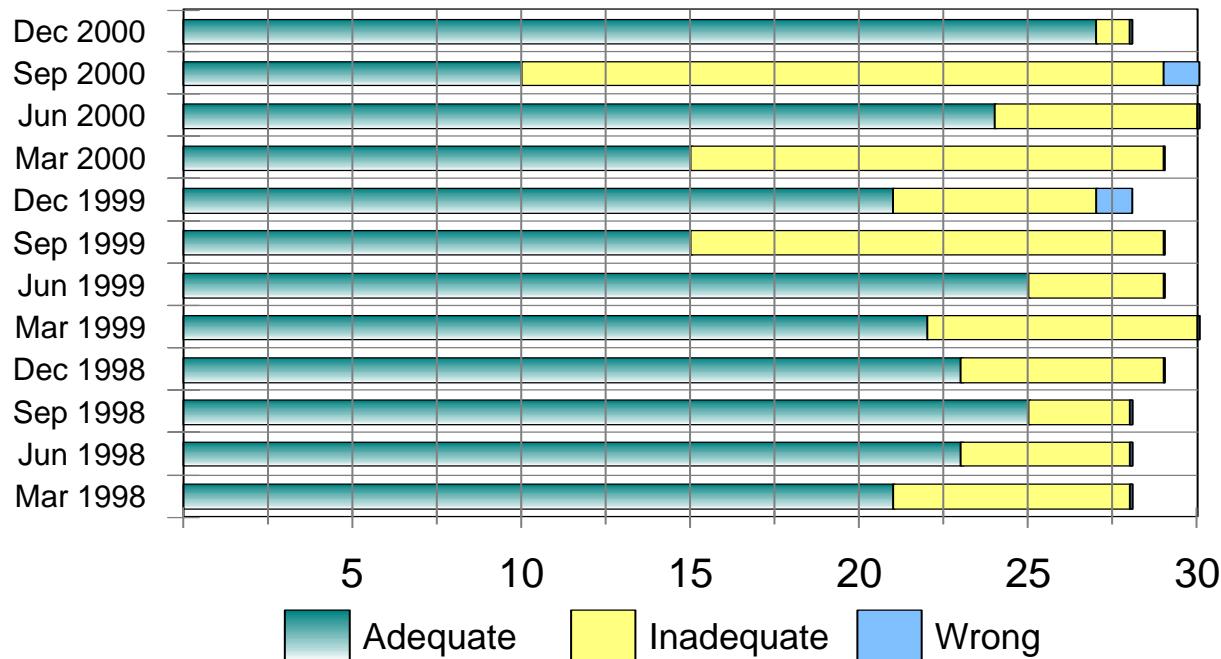
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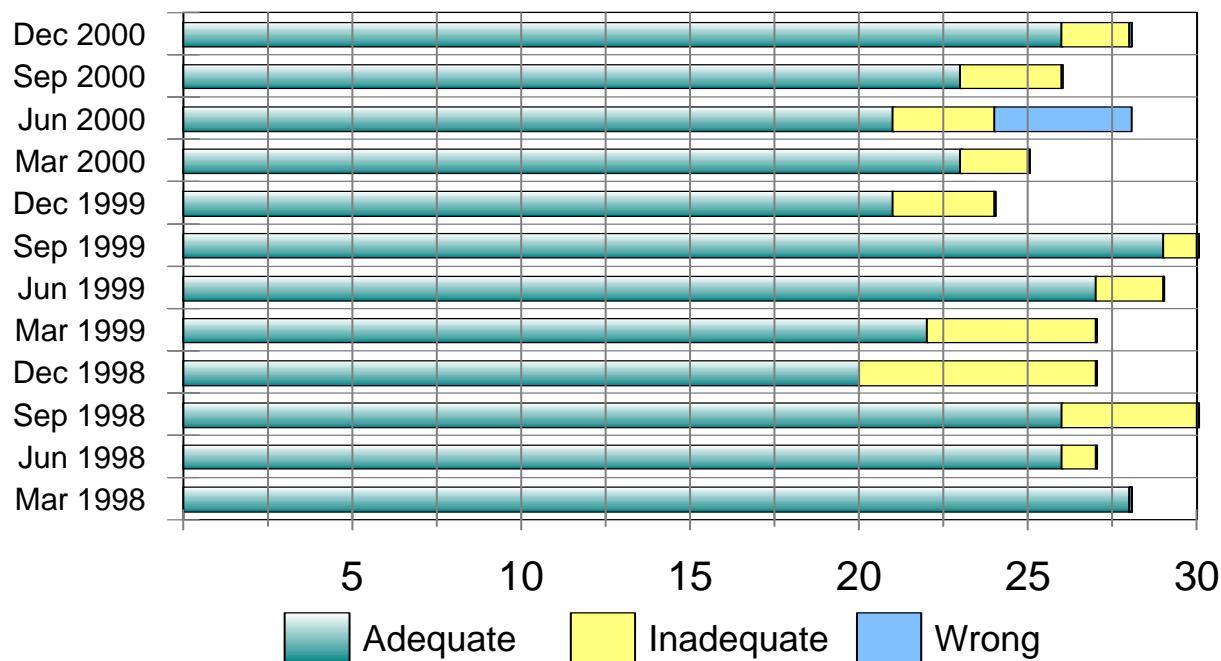
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VT - Written Determination - Results Separations - - 1998 - 2000

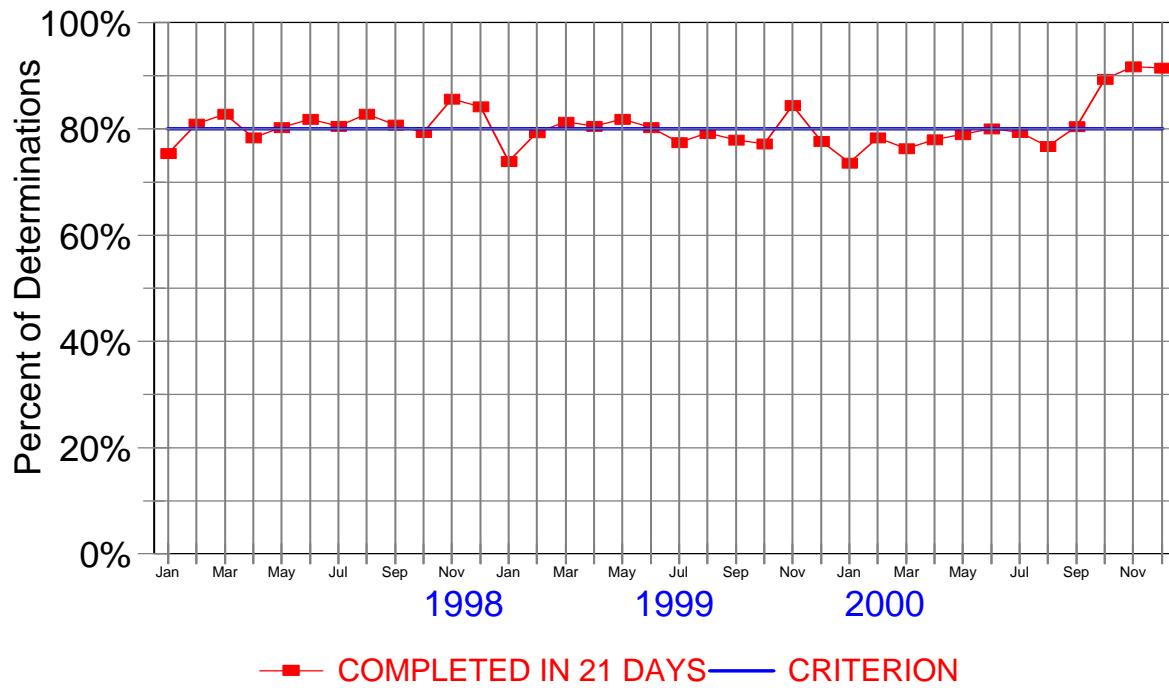


VT - Written Determination - Results Nonseparations - - 1998 - 2000

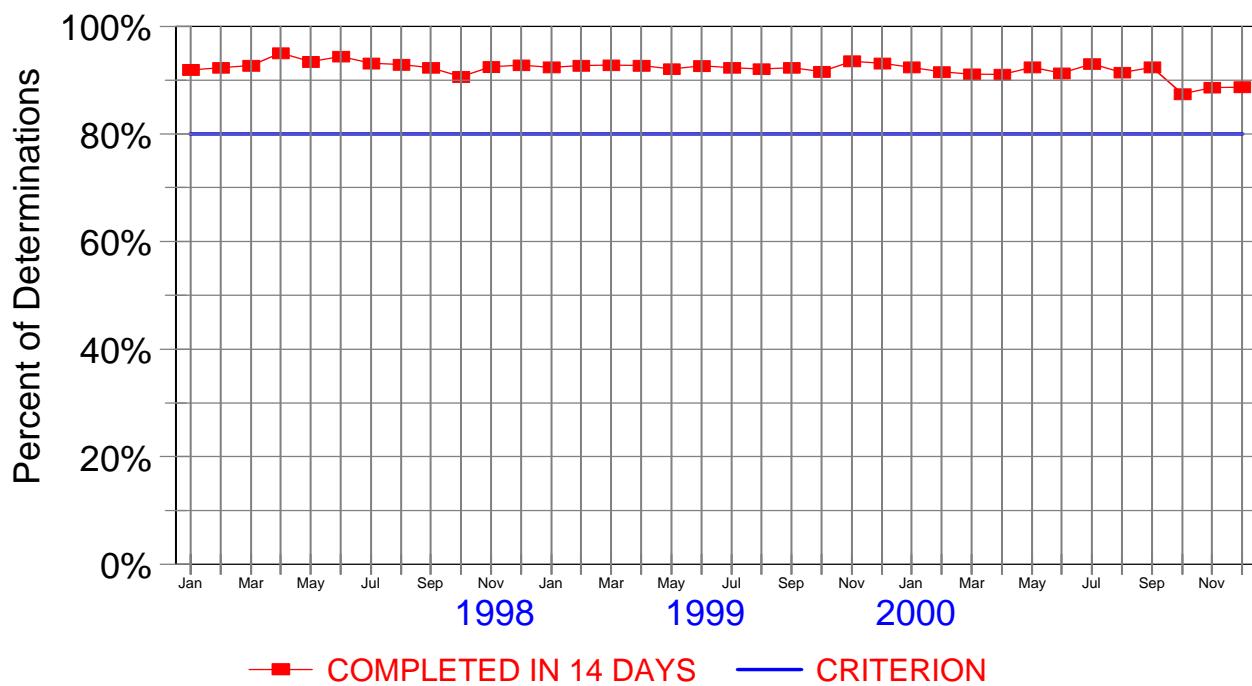


VIRGINIA

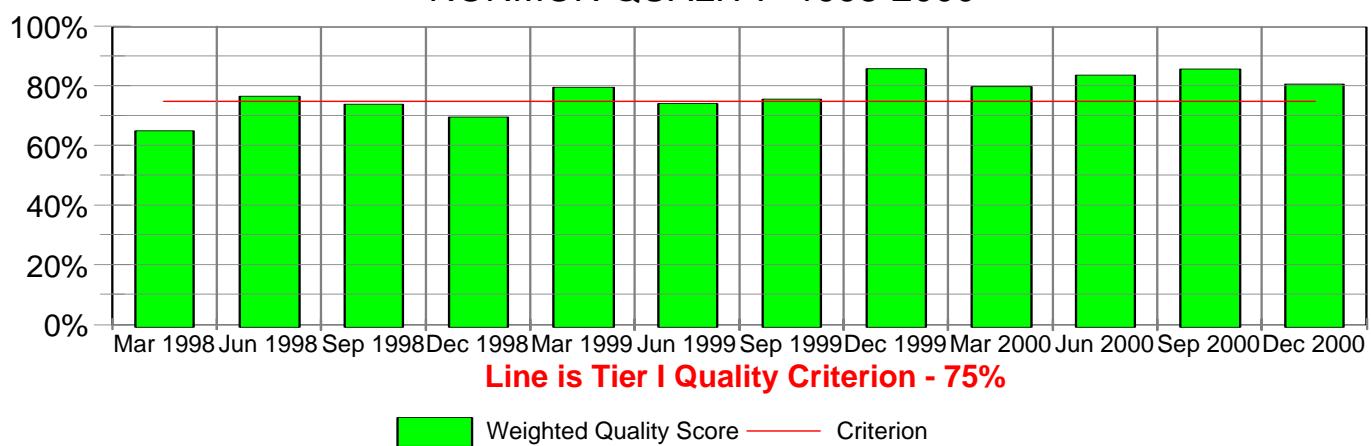
Nonmonetary Determinations Timeliness VA - TIER I - SEPARATIONS - 1998-2000



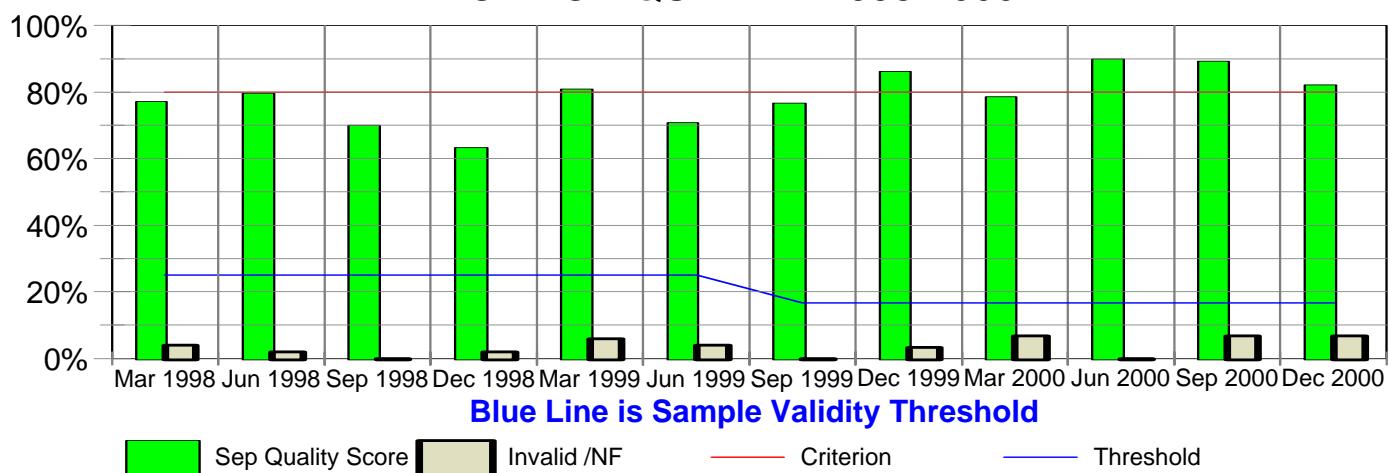
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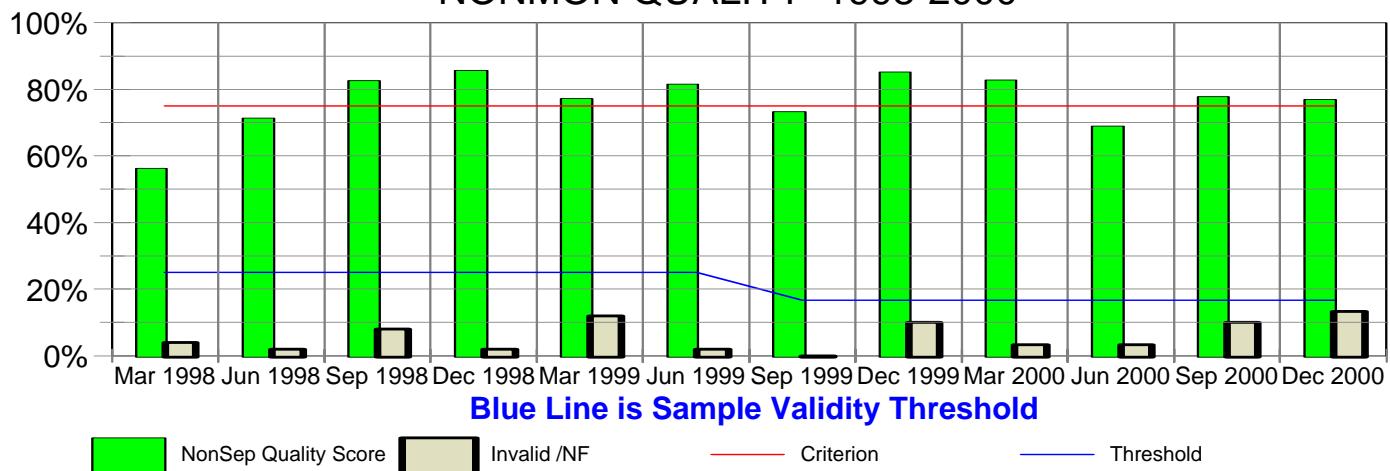
VIRGINIA NONMON QUALITY 1998-2000



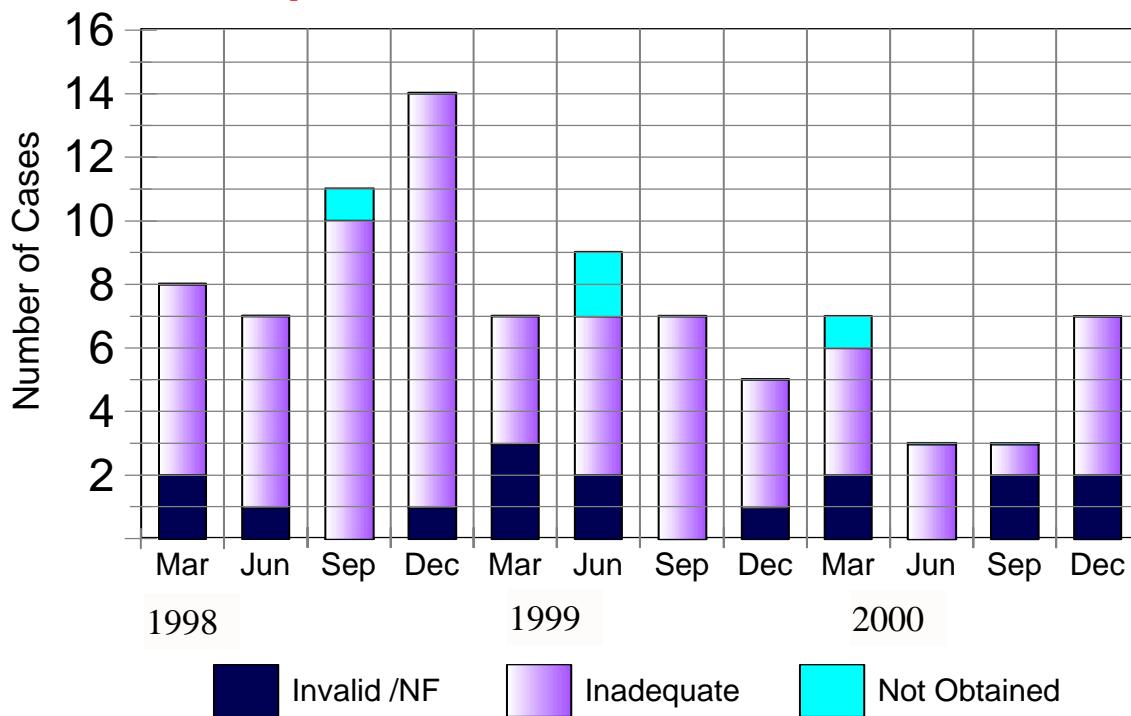
VIRGINIA: SEPARATIONS NONMON QUALITY 1998-2000



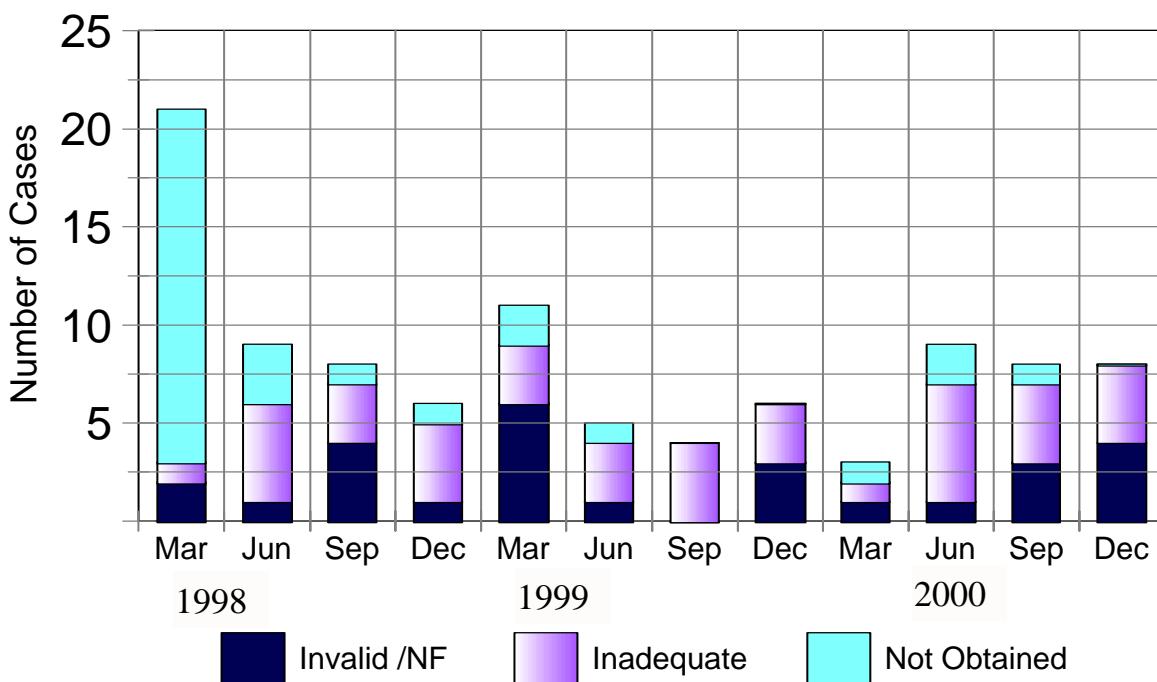
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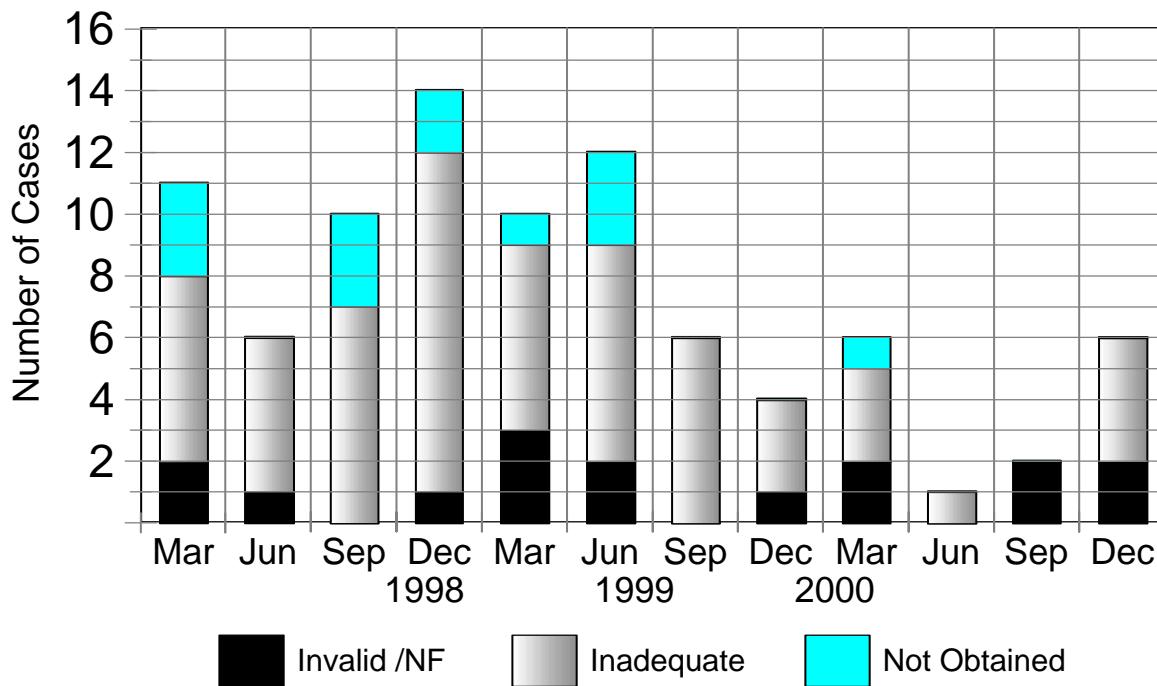
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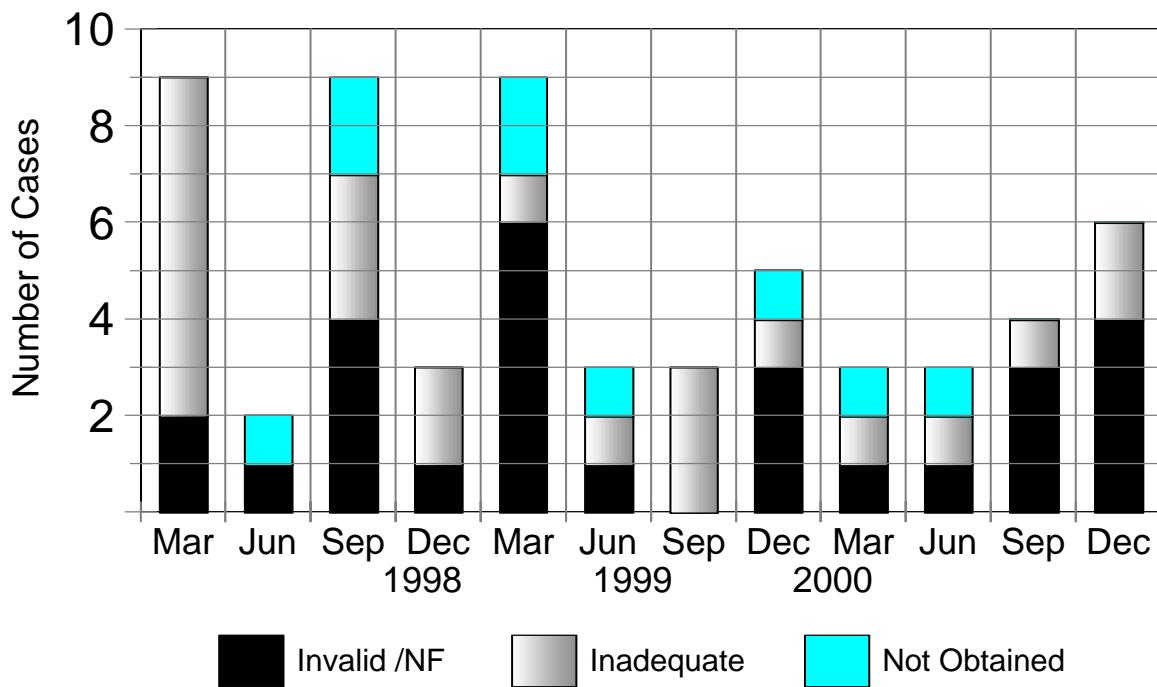
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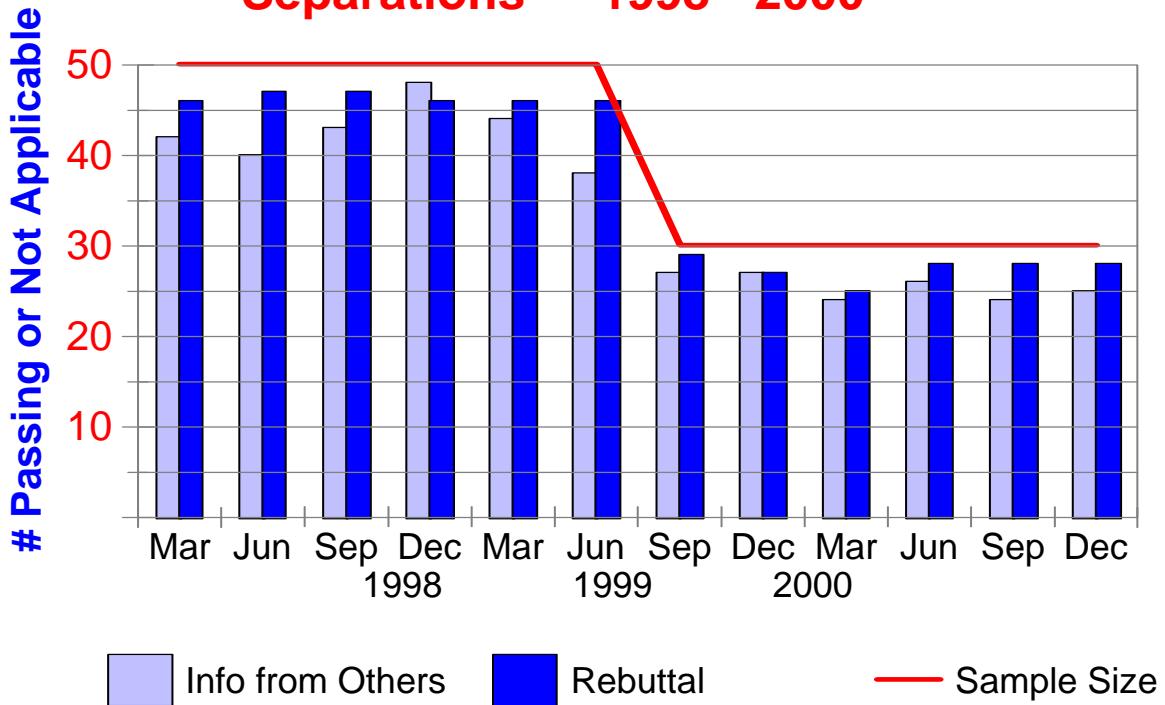


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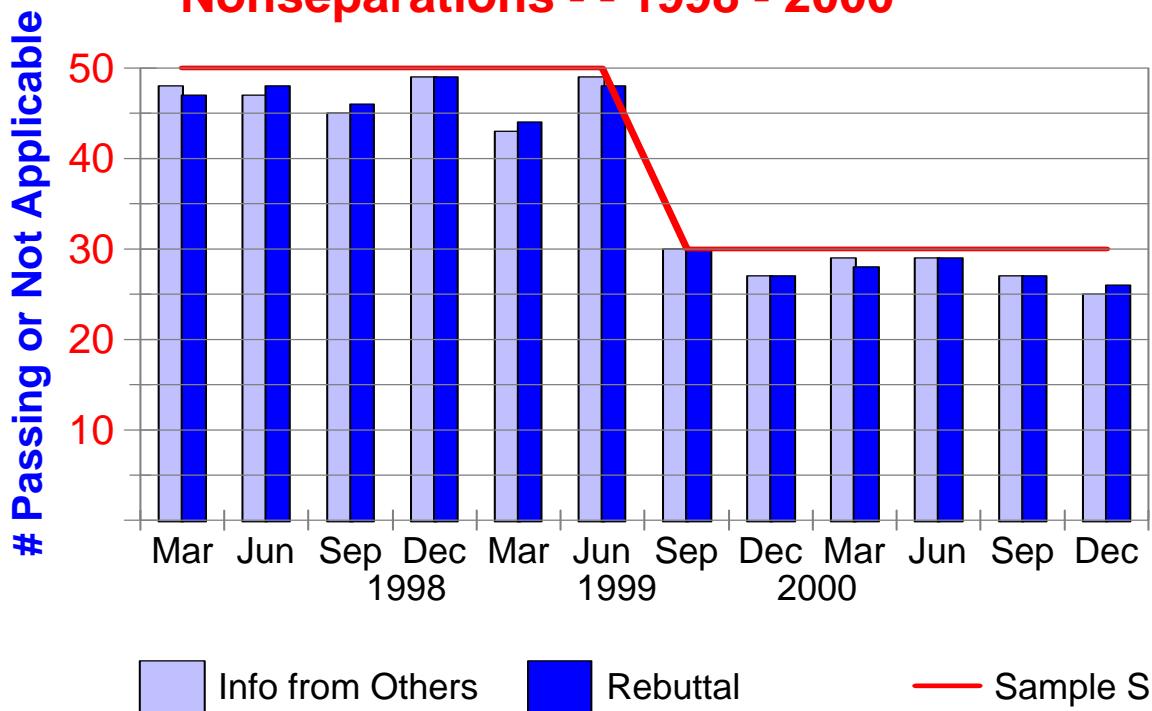
VA- Information from Others & Rebuttal

Separations - - 1998 - 2000

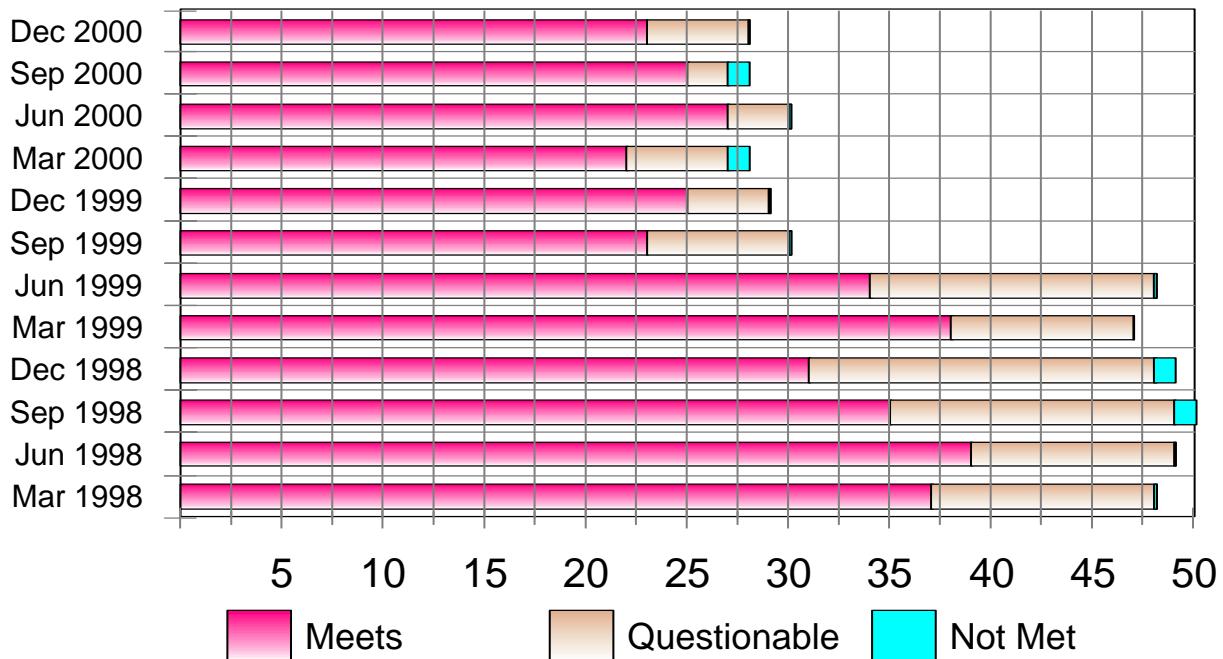


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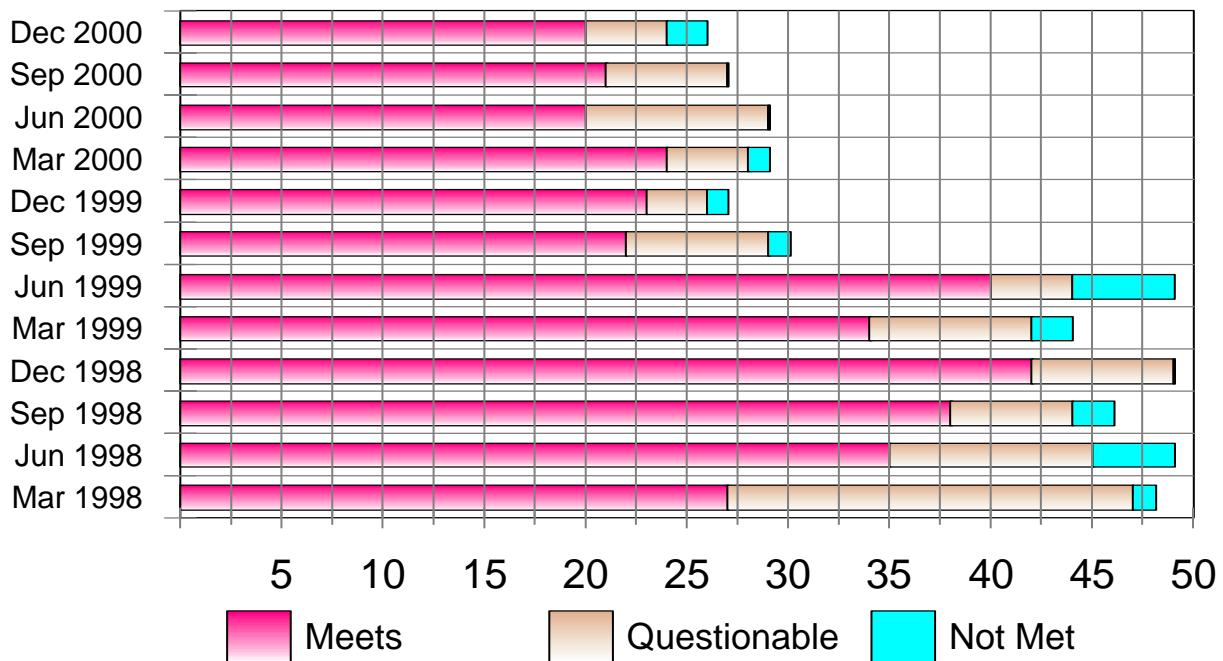
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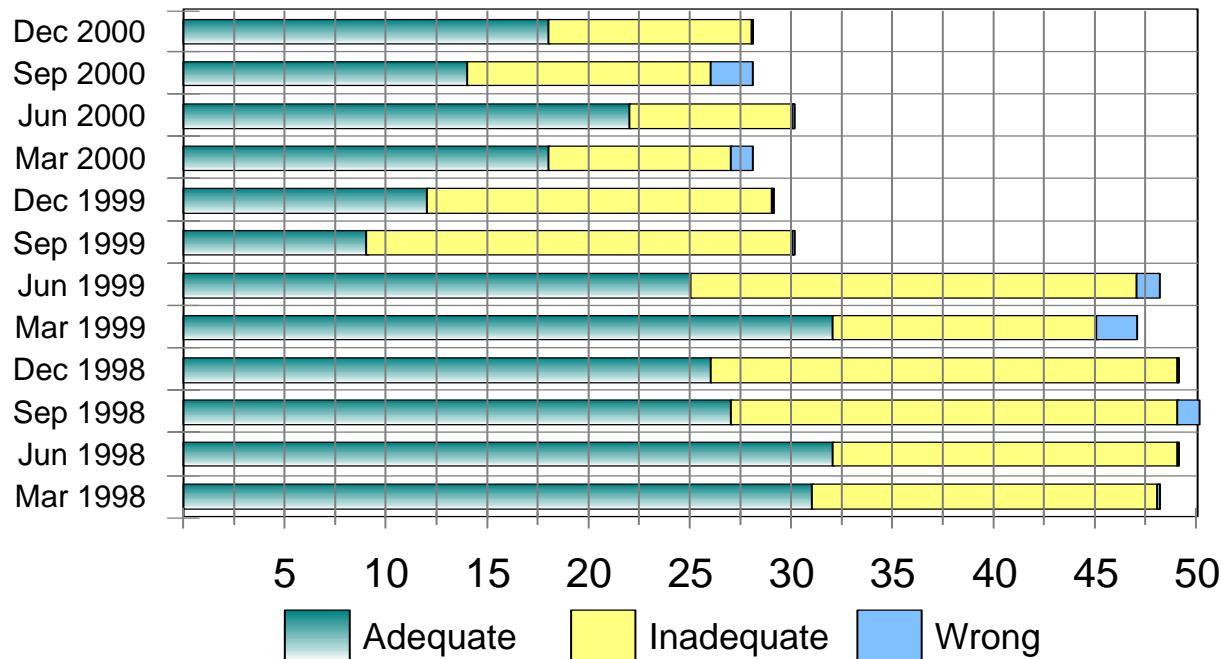
VA - Meets Law & Policy - Results Separations - - 1998 - 2000



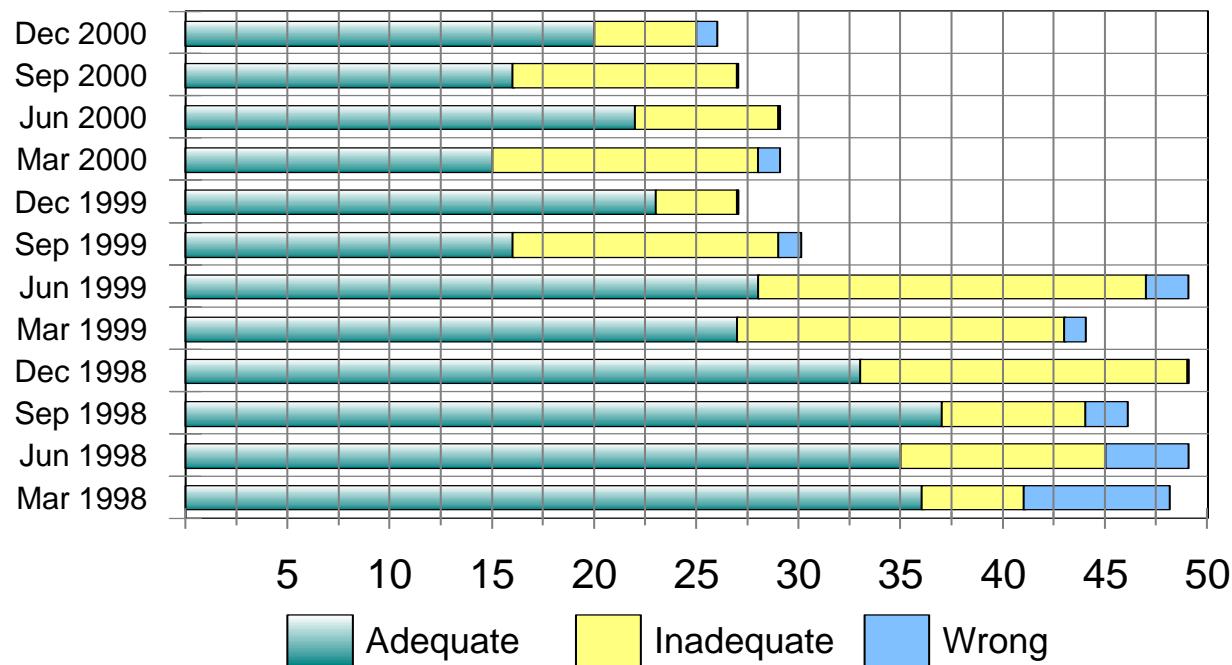
VA - Meets Law & Policy - Results Nonseparations - - 1998 - 2000



VA - Written Determination - Results Separations - - 1998 - 2000

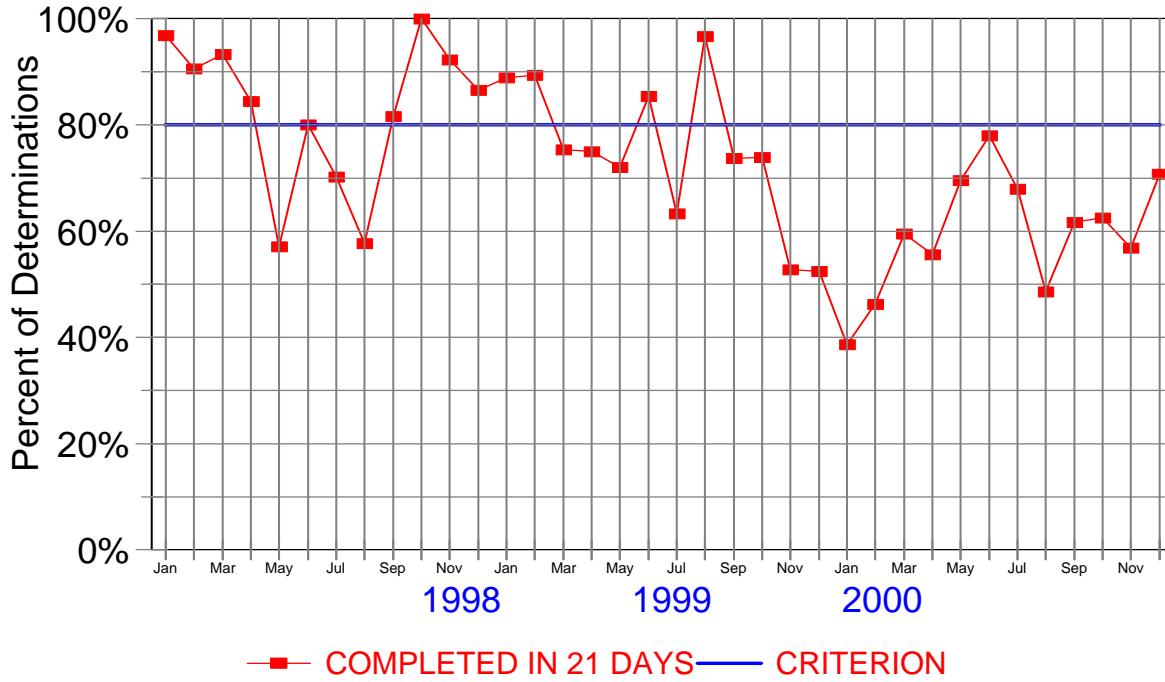


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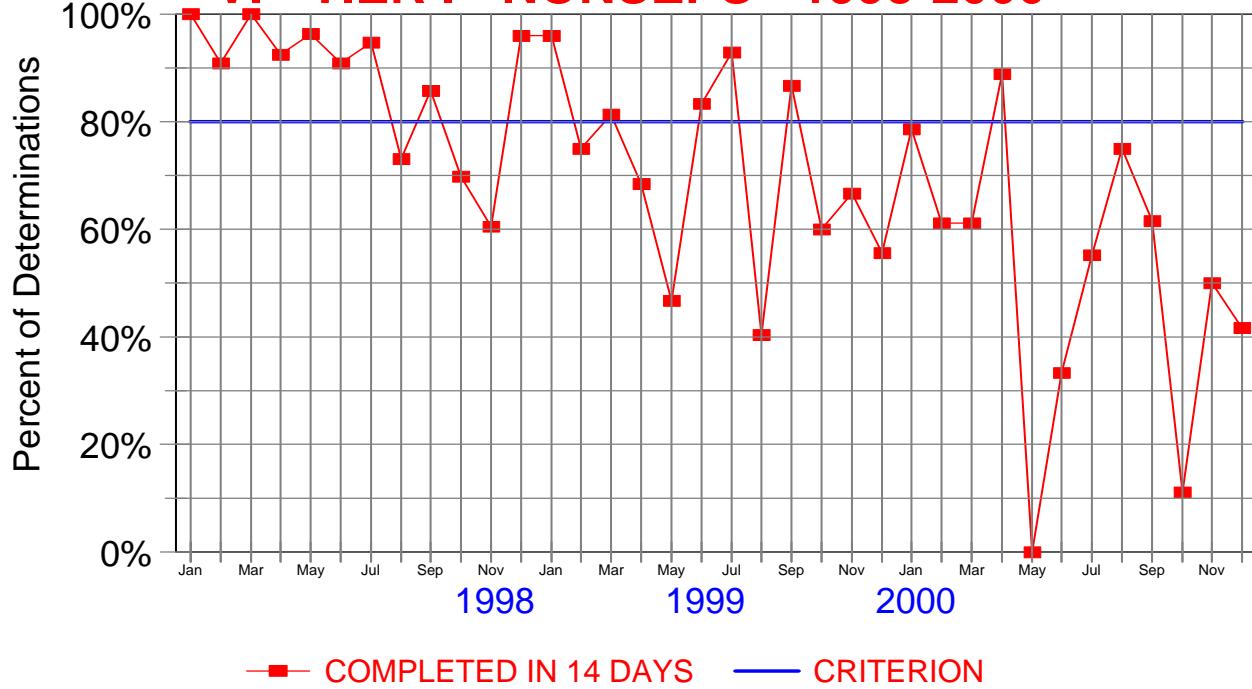


VIRGIN ISLANDS

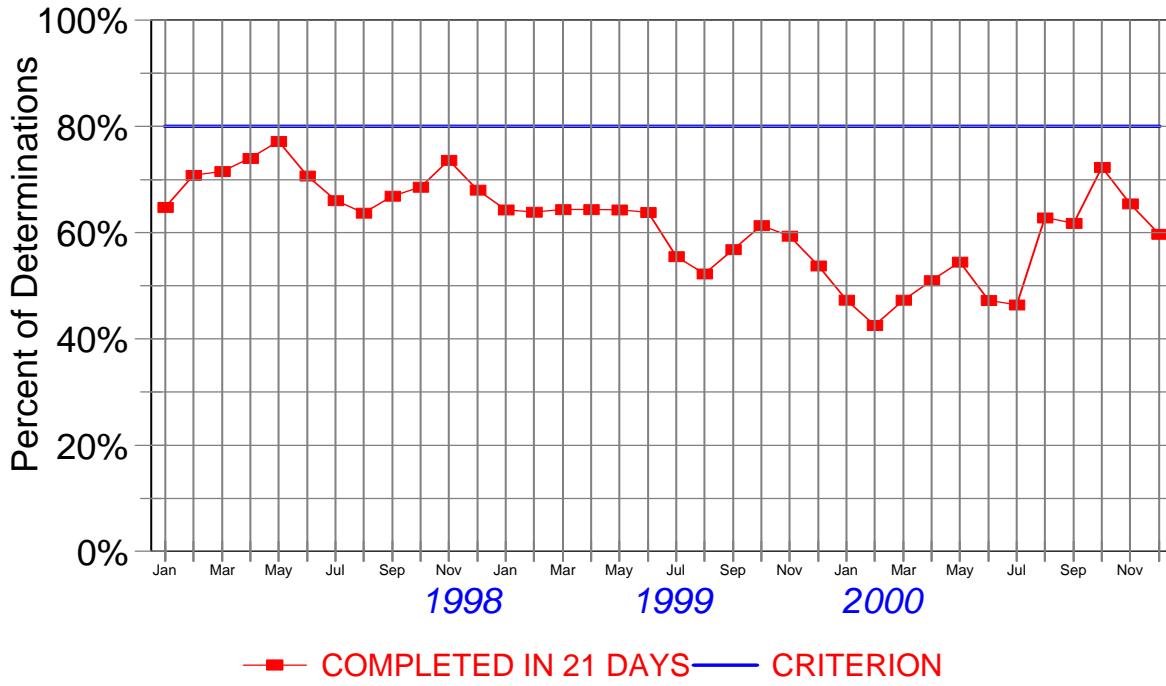
Nonmonetary Determinations Timeliness VI - TIER I - SEPARATIONS - 1998-2000



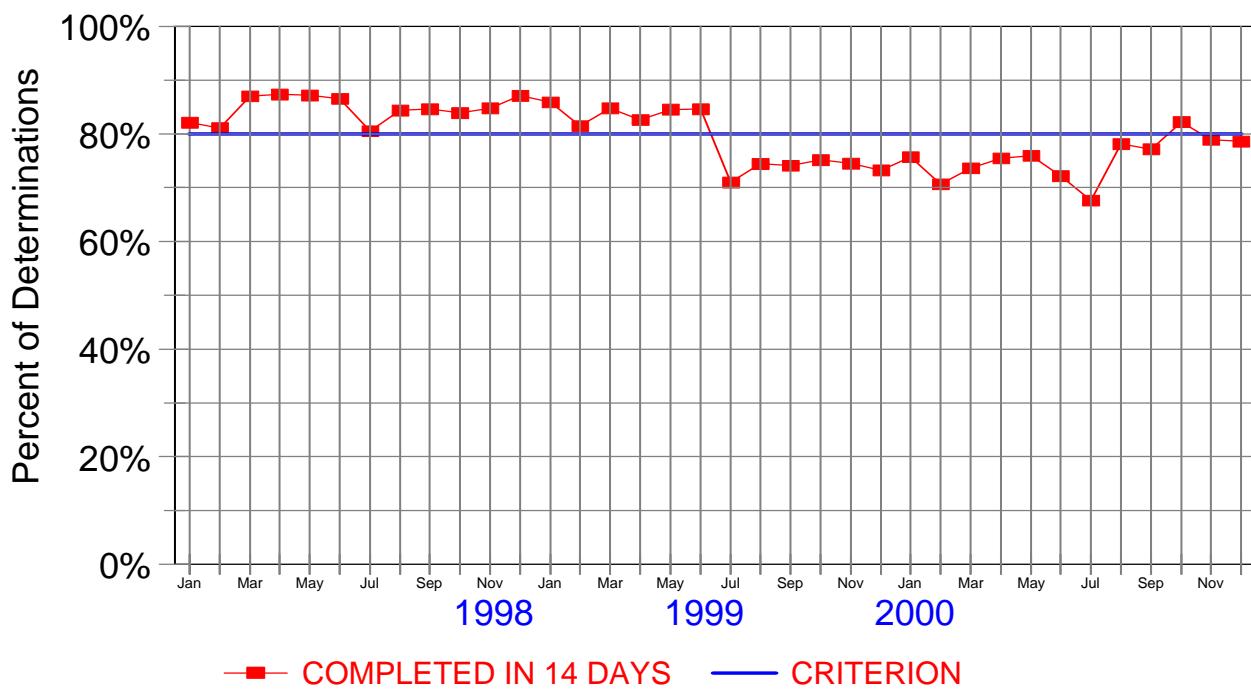
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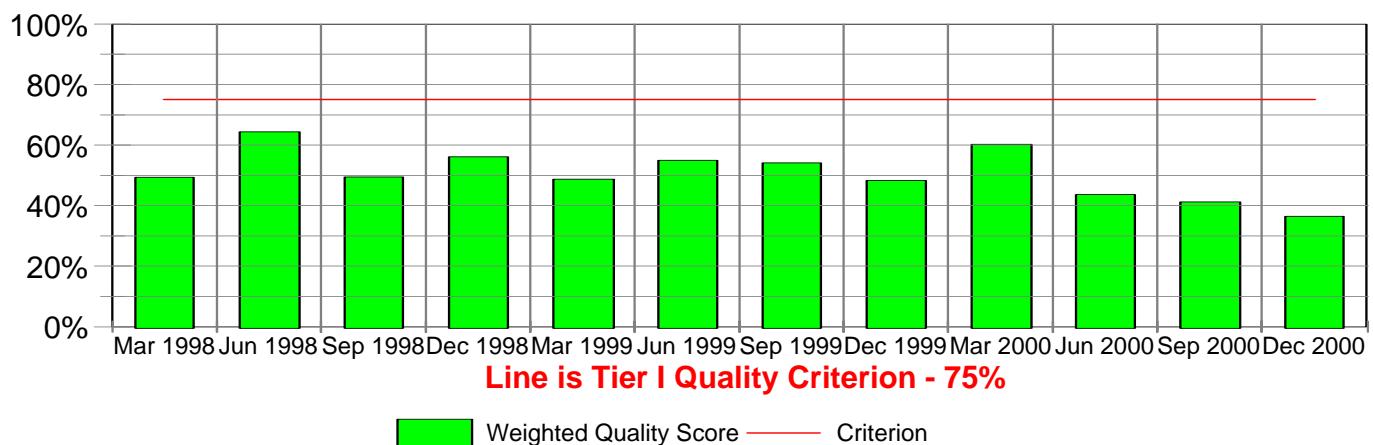
Nonmonetary Determinations Timeliness WA - TIER I - SEPARATIONS - 1998-2000



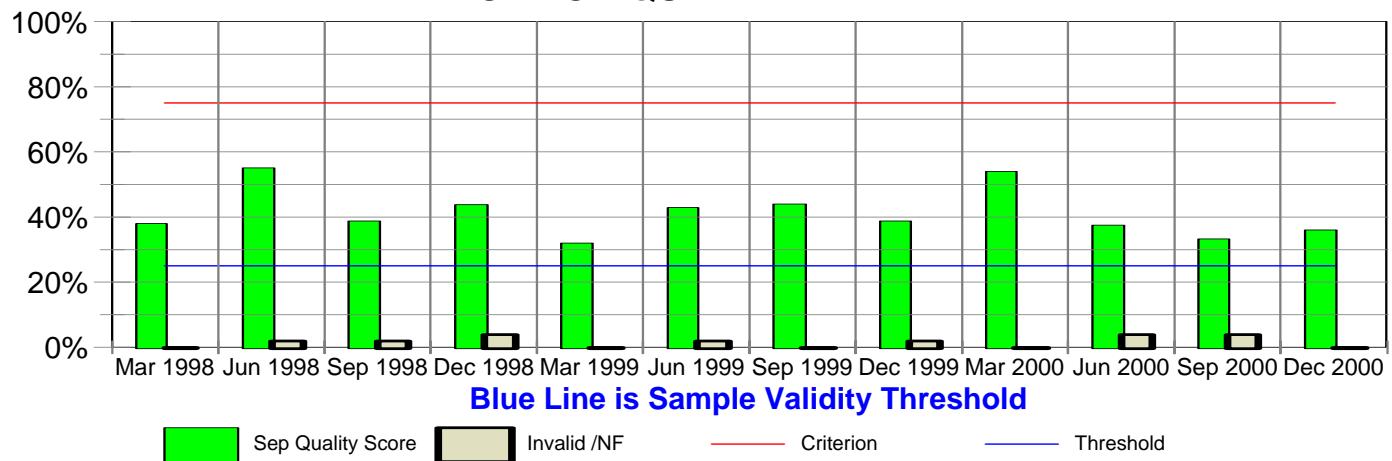
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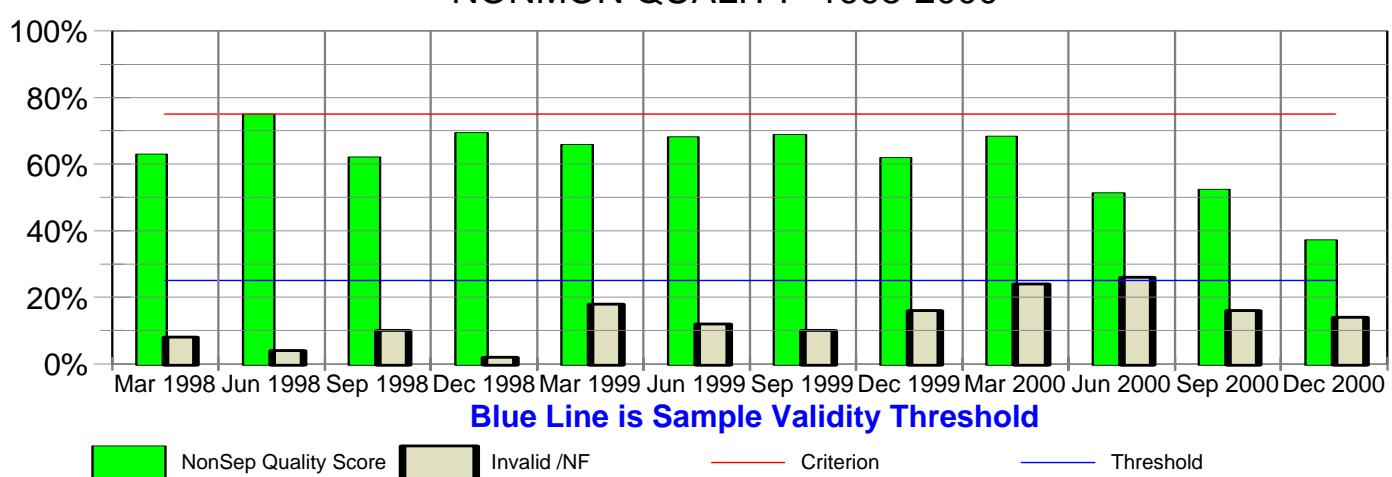
WASHINGTON NONMON QUALITY 1998-2000



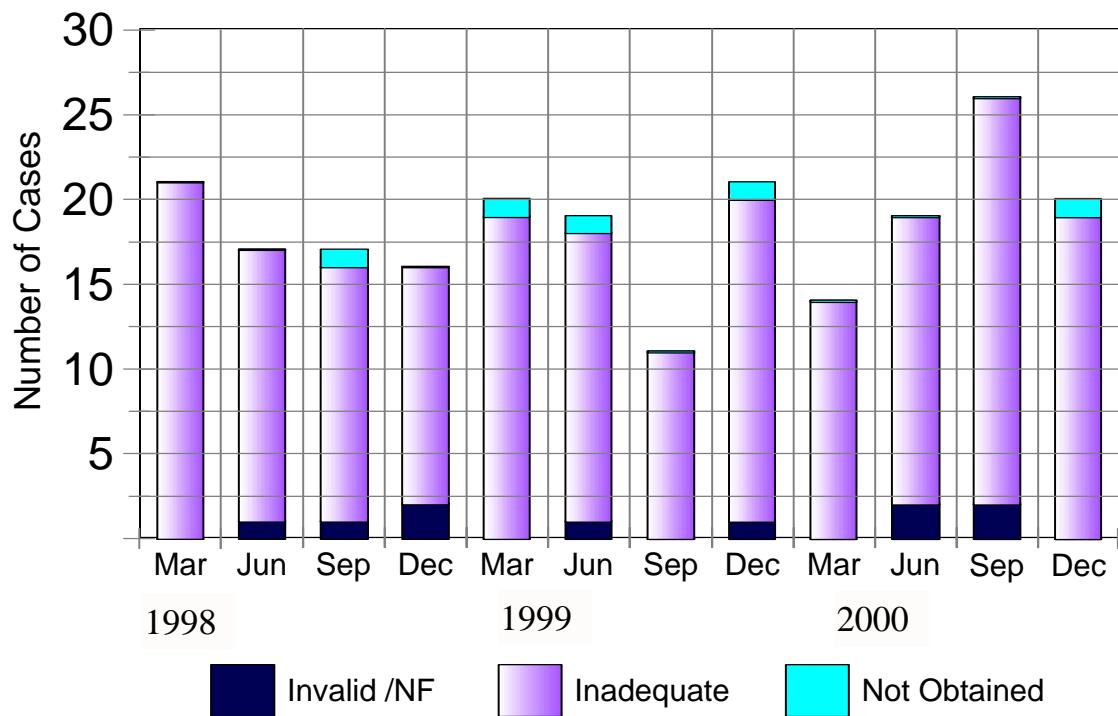
WASHINGTON: SEPARATIONS NONMON QUALITY 1998-2000



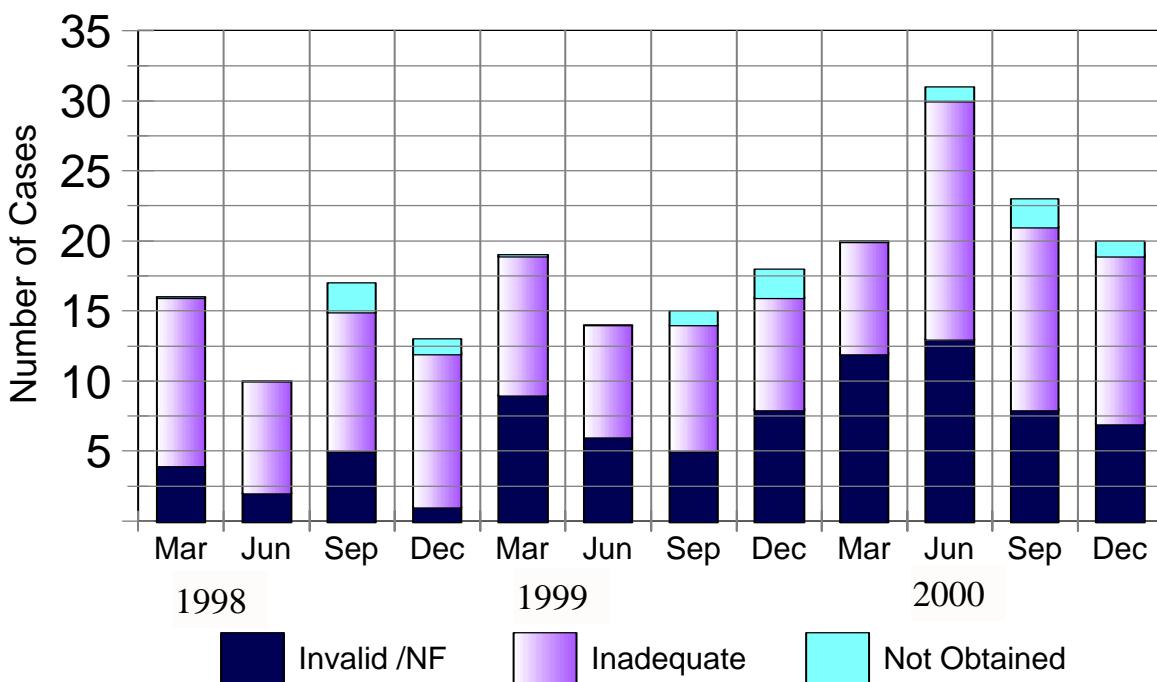
WASHINGTON: NONSEPARATIONS NONMON QUALITY 1998-2000



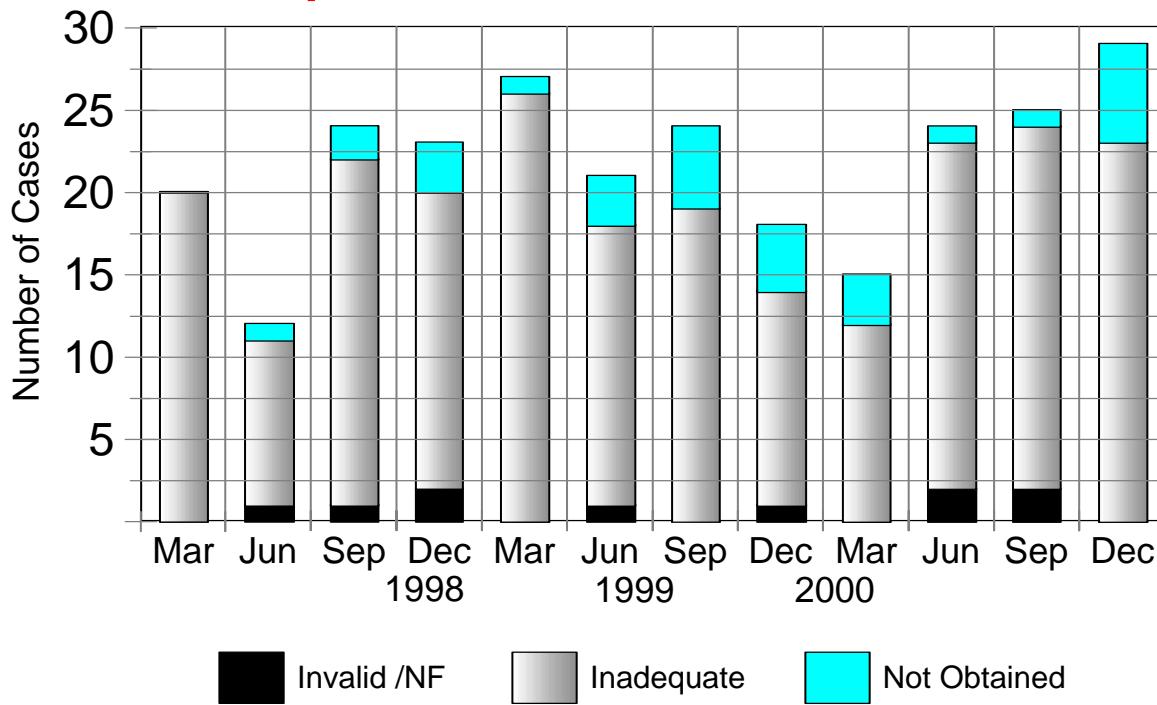
WA - Claimant Information Problems Separations - - 1998 - 2000



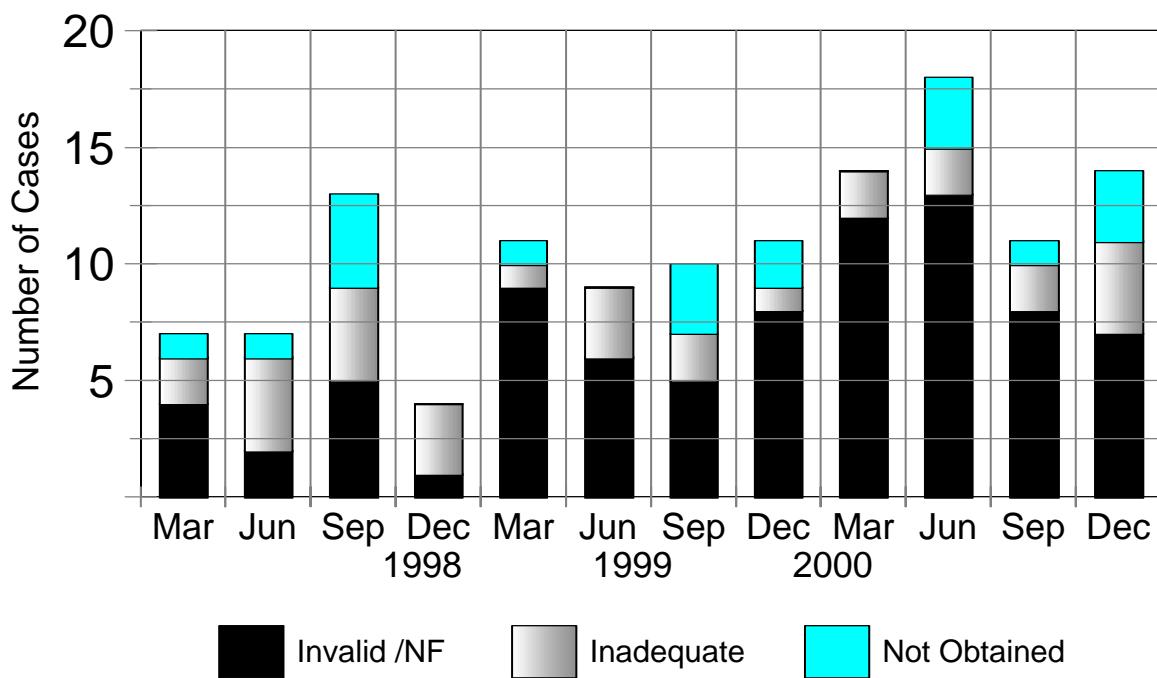
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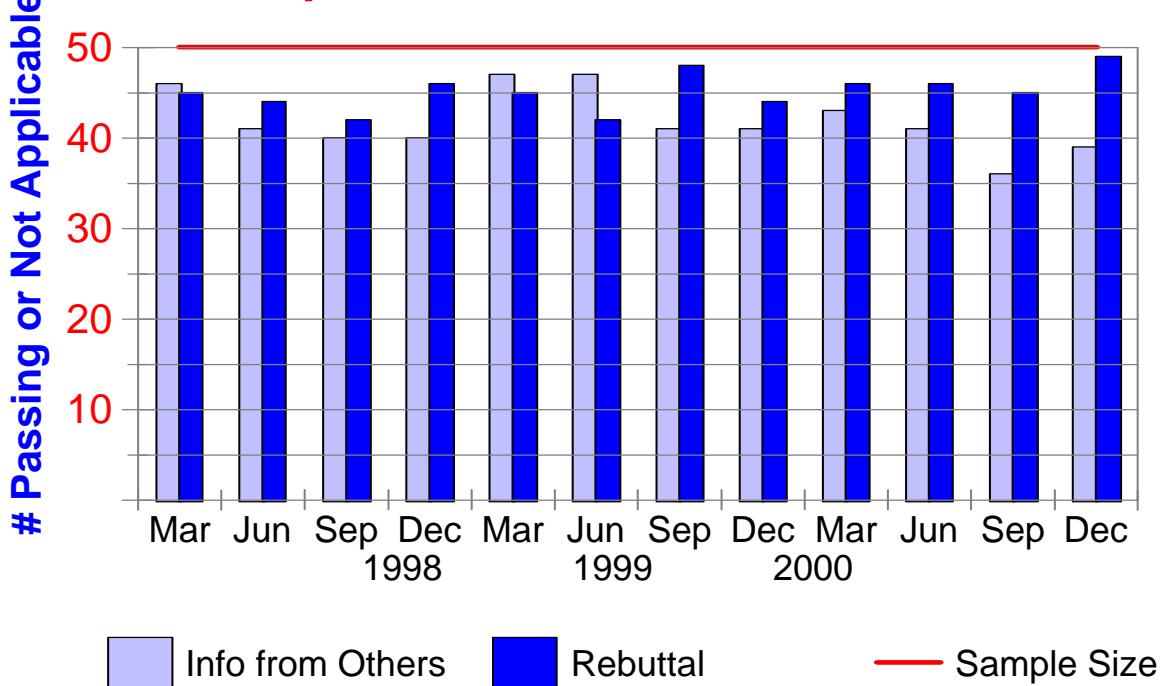
WA - Employer Information Problems Separations - 1998 - 2000



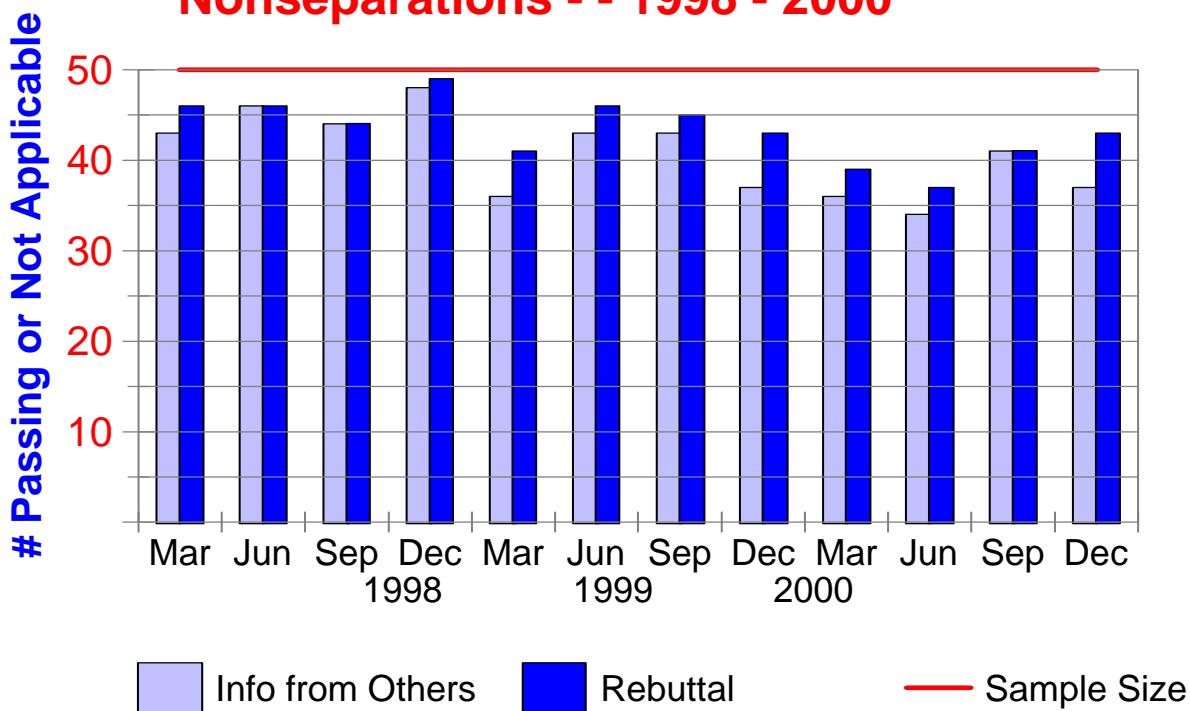
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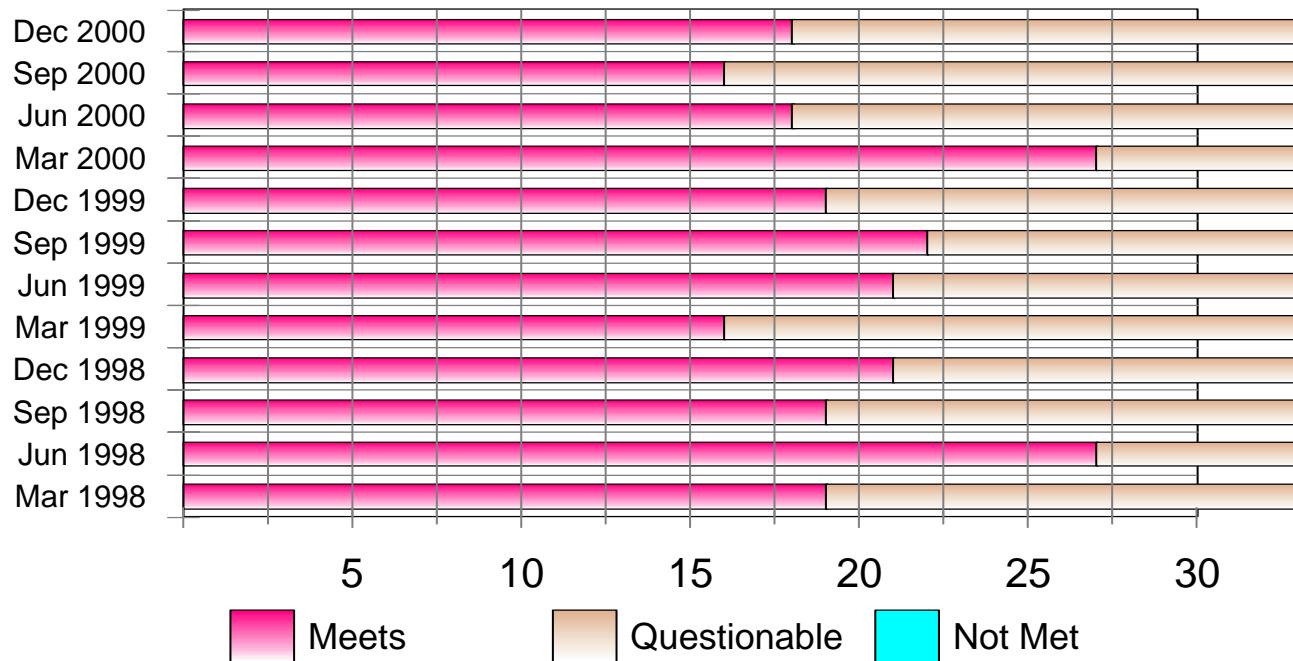
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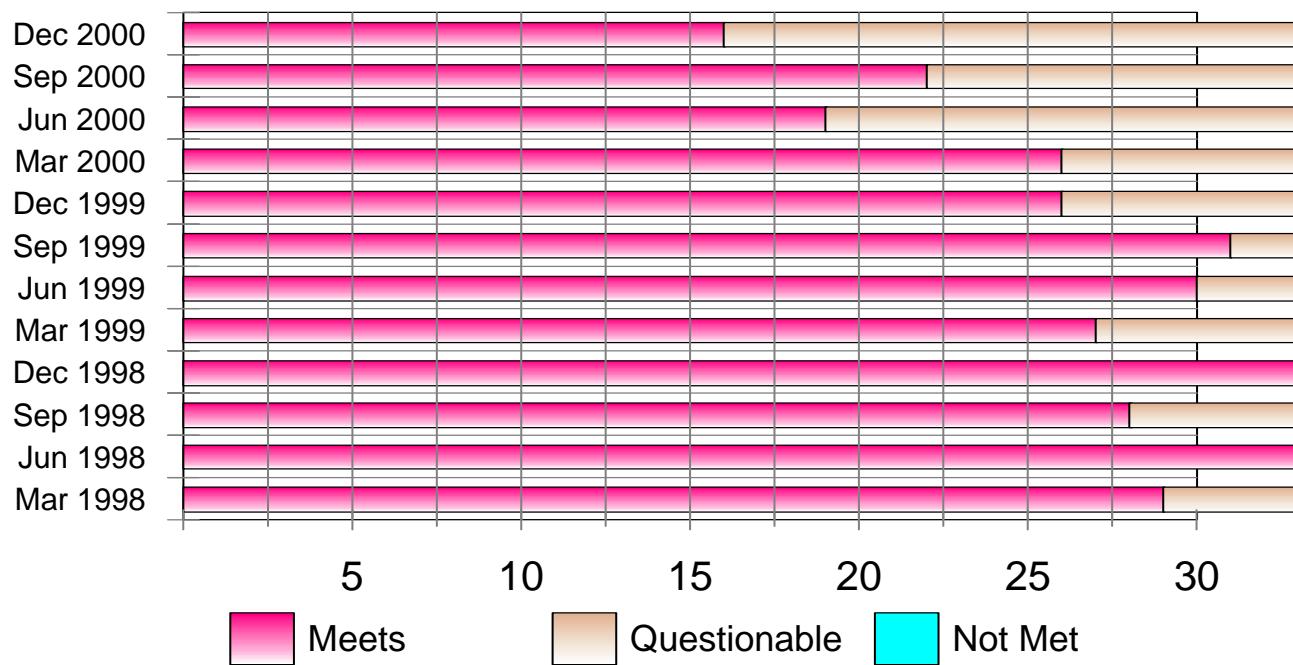
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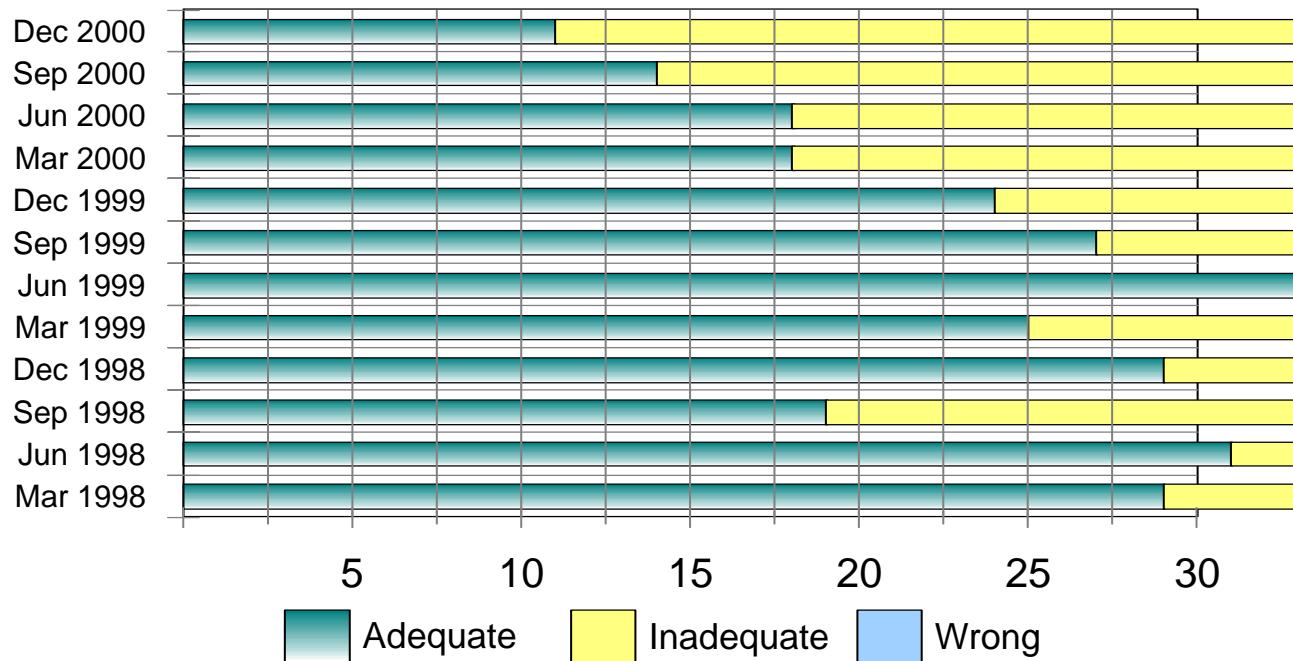
WA - Meets Law & Policy - Results Separations - - 1998 - 2000



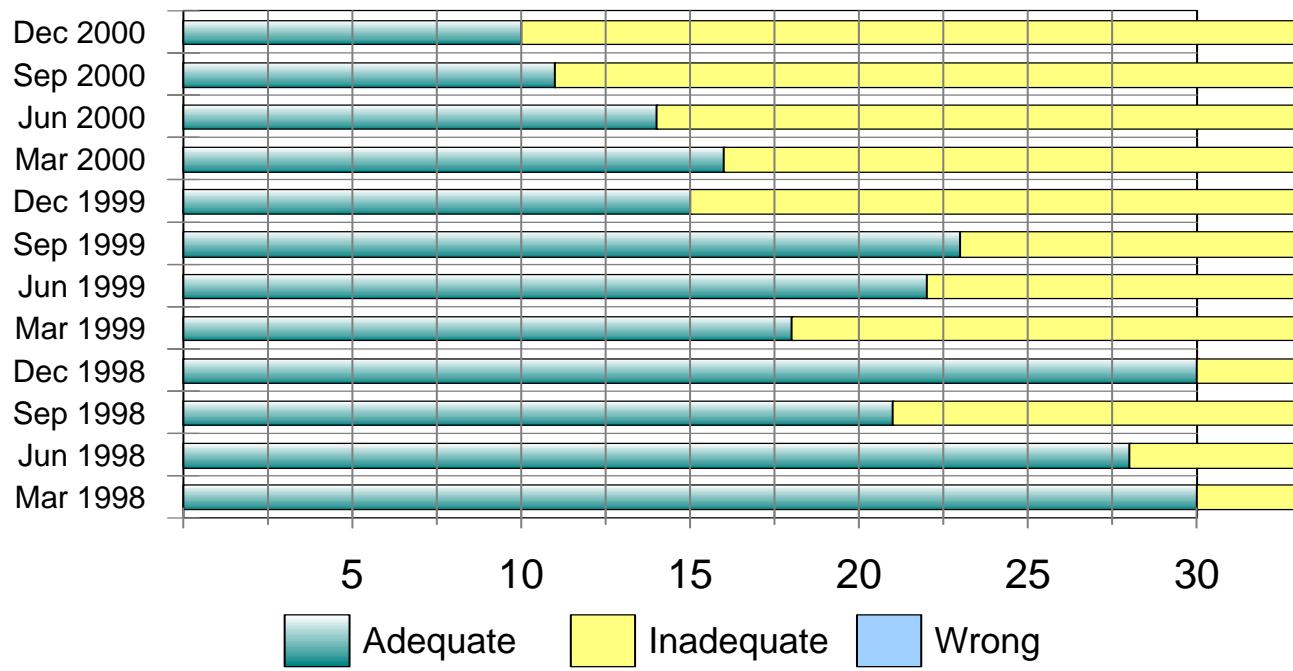
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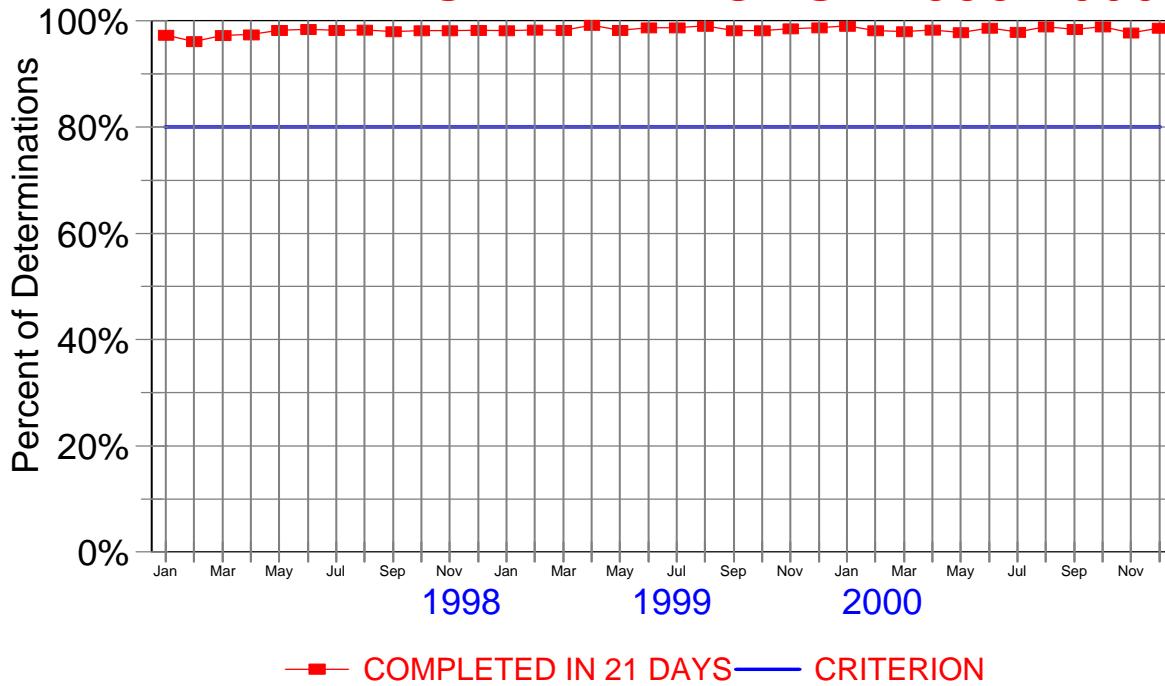
WA - Written Determination - Results Separations - - 1998 - 2000



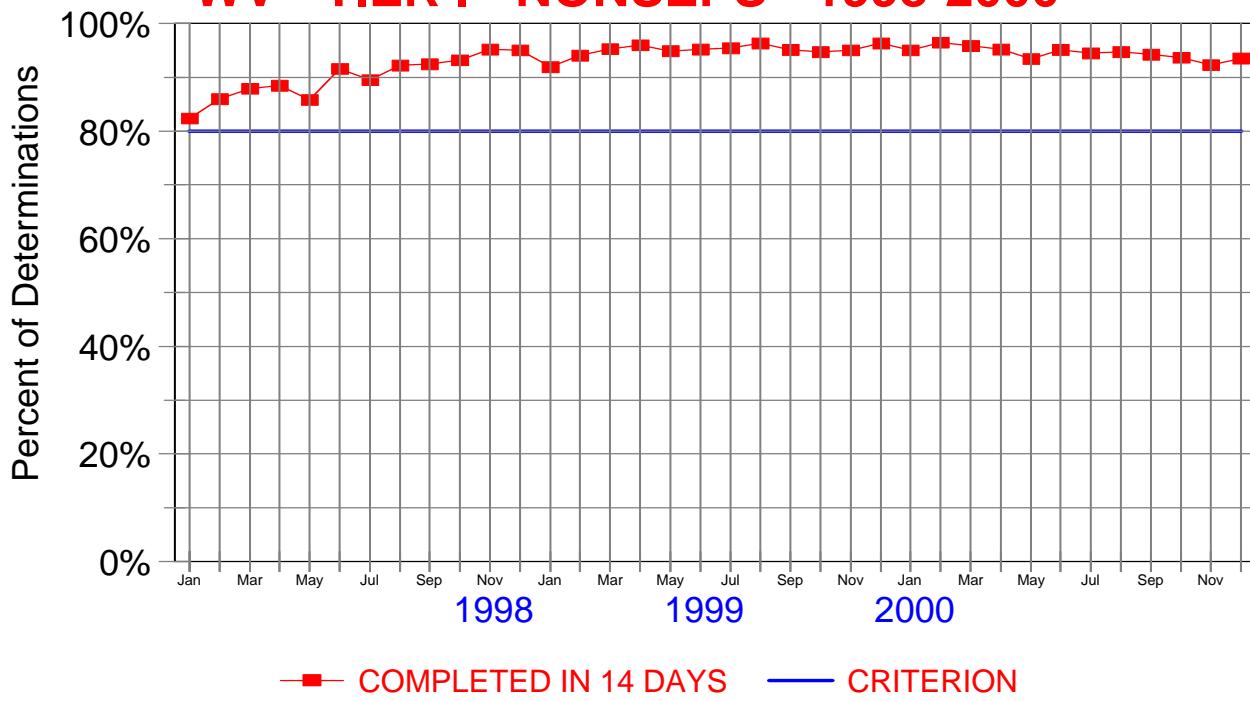
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Nonmonetary Determinations Timeliness WV - TIER I - SEPARATIONS - 1998-2000



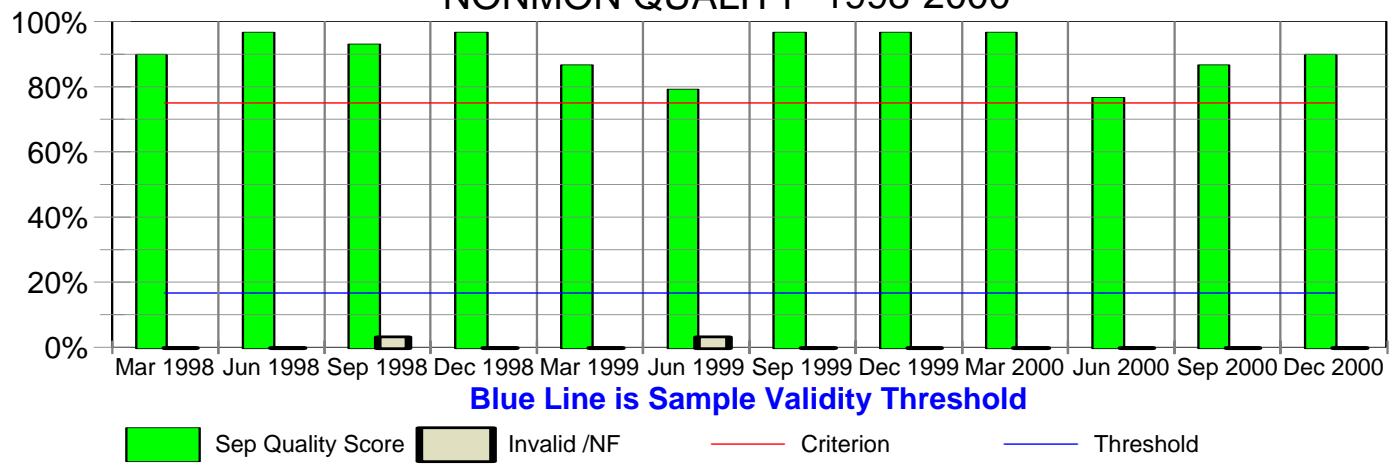
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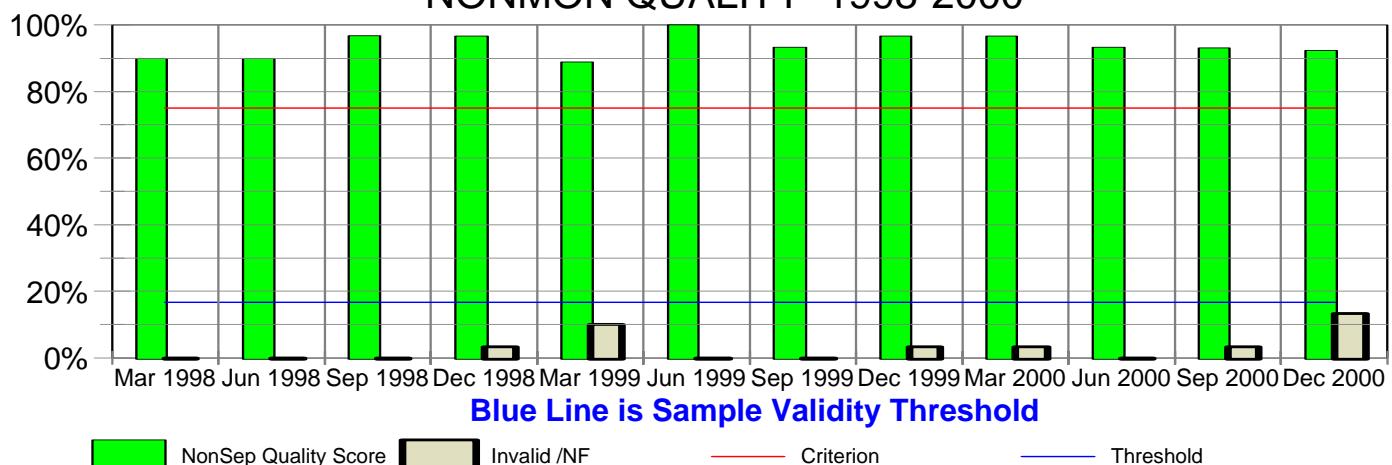
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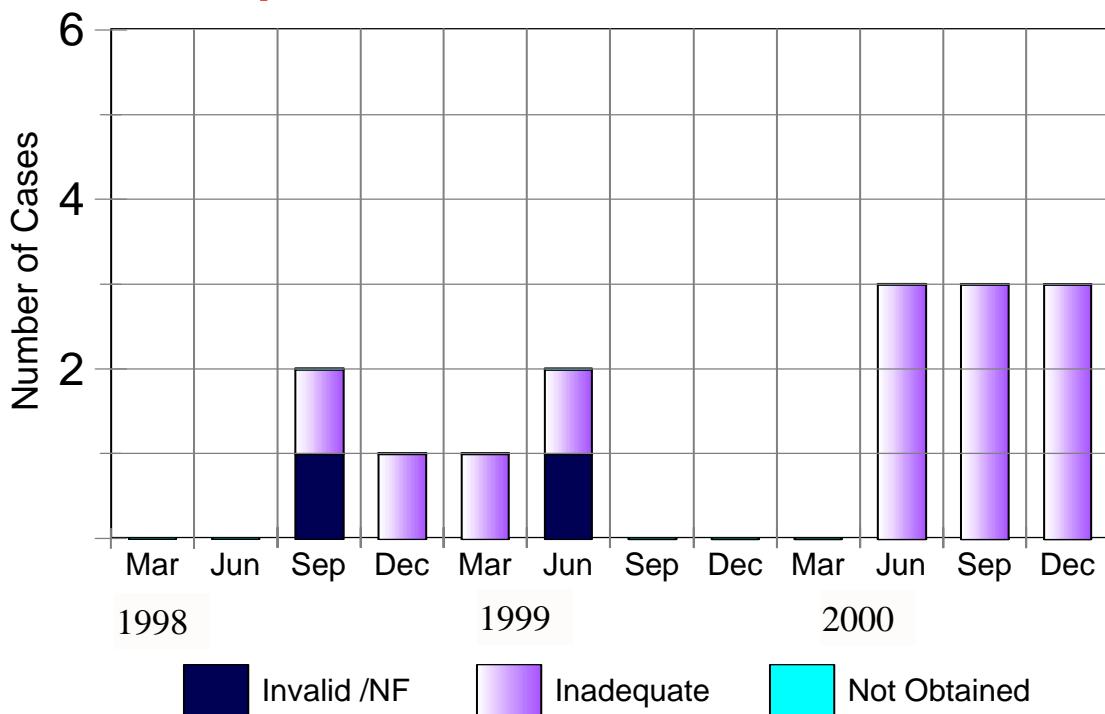
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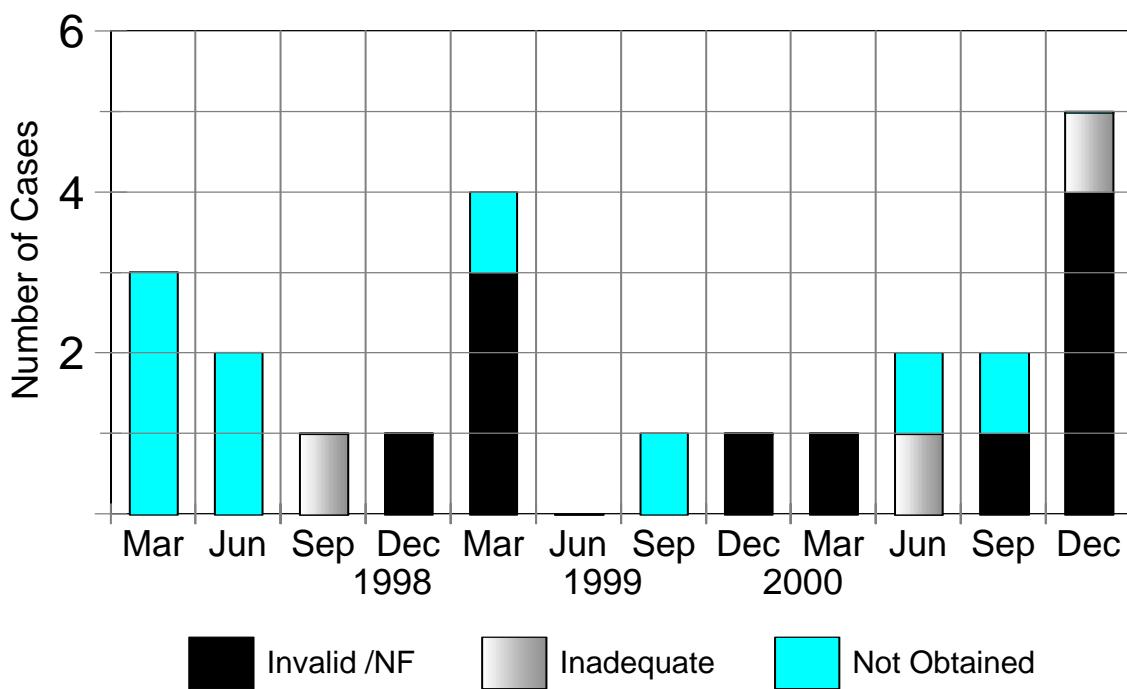
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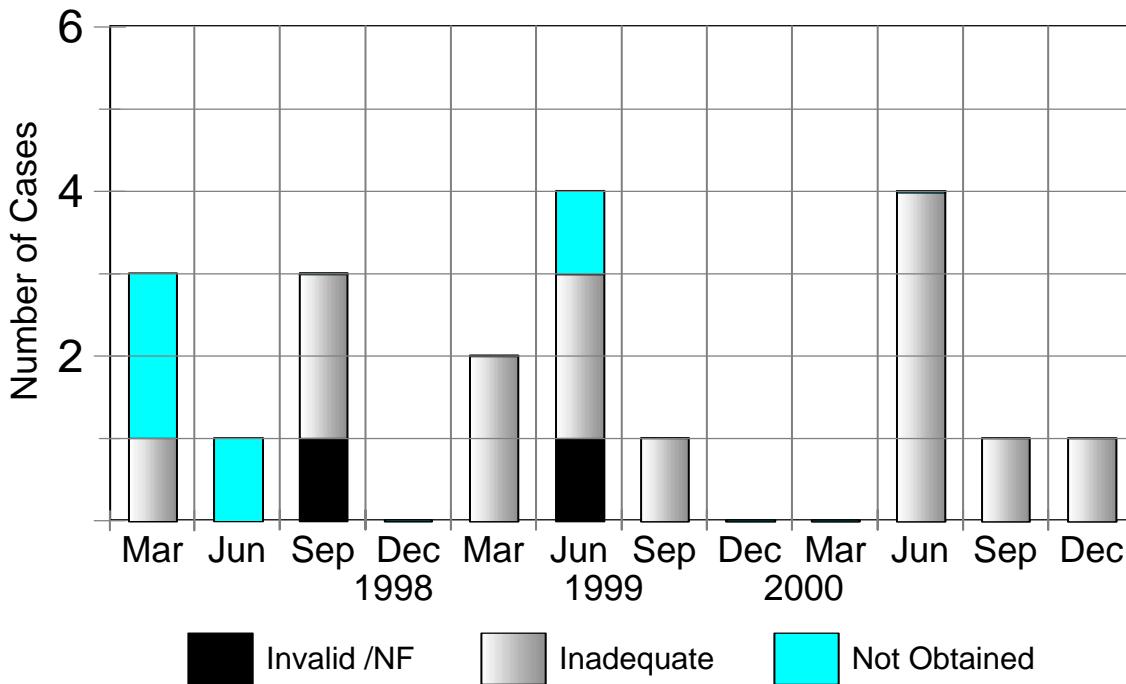
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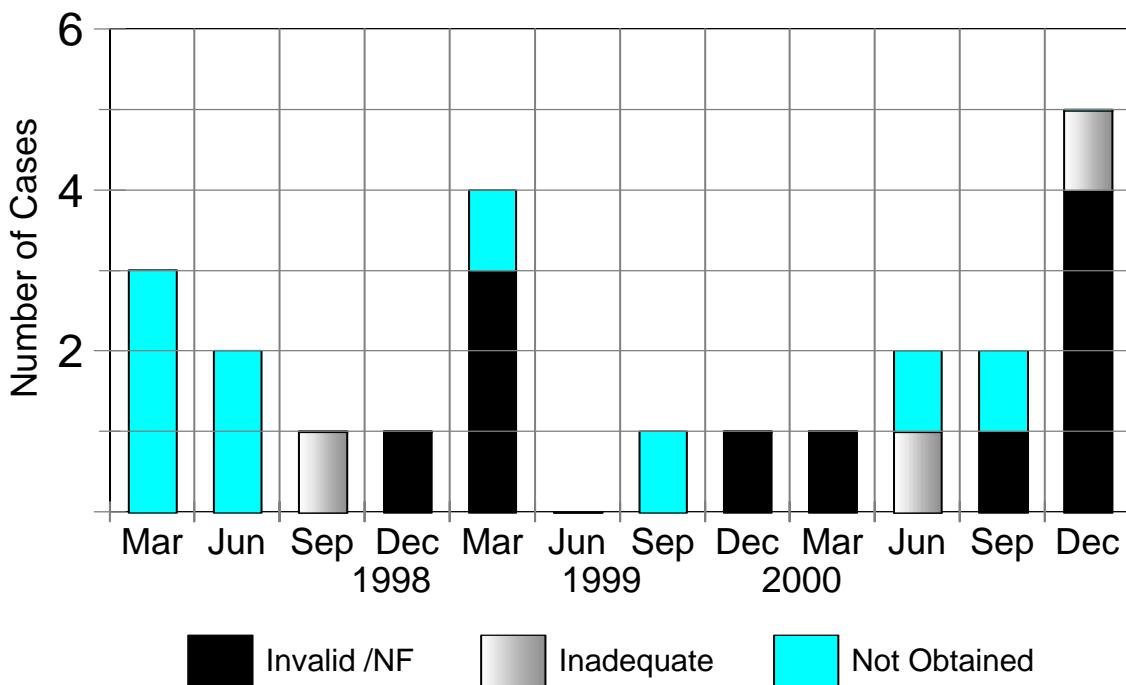
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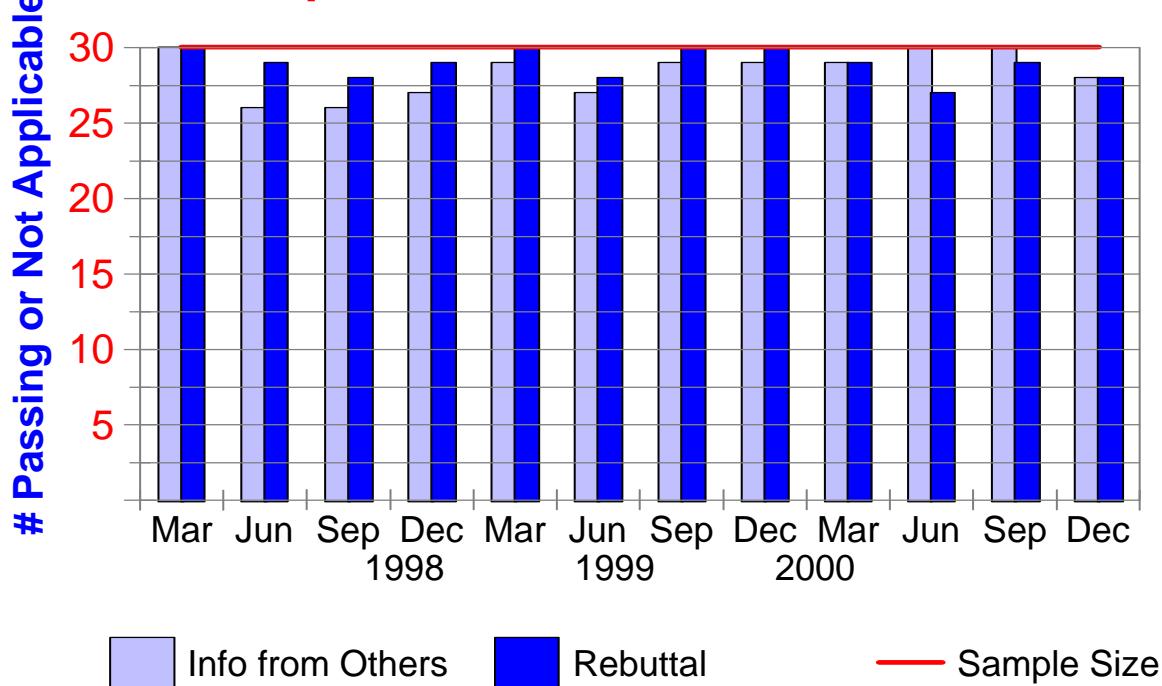
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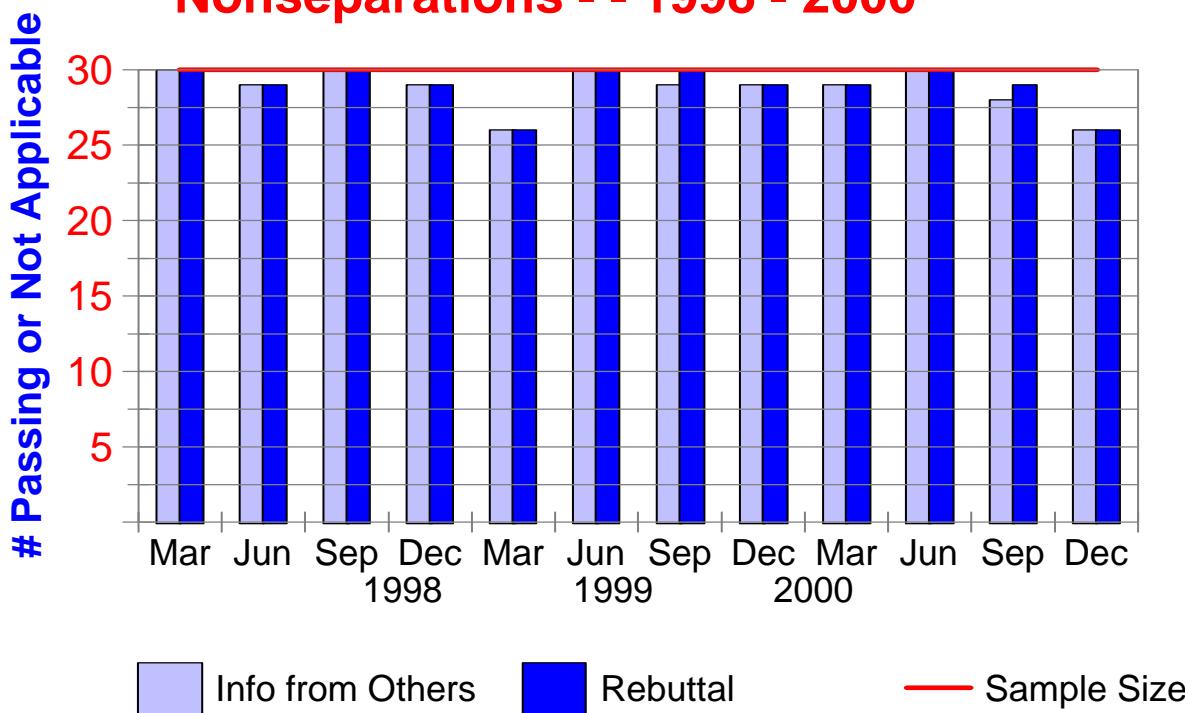
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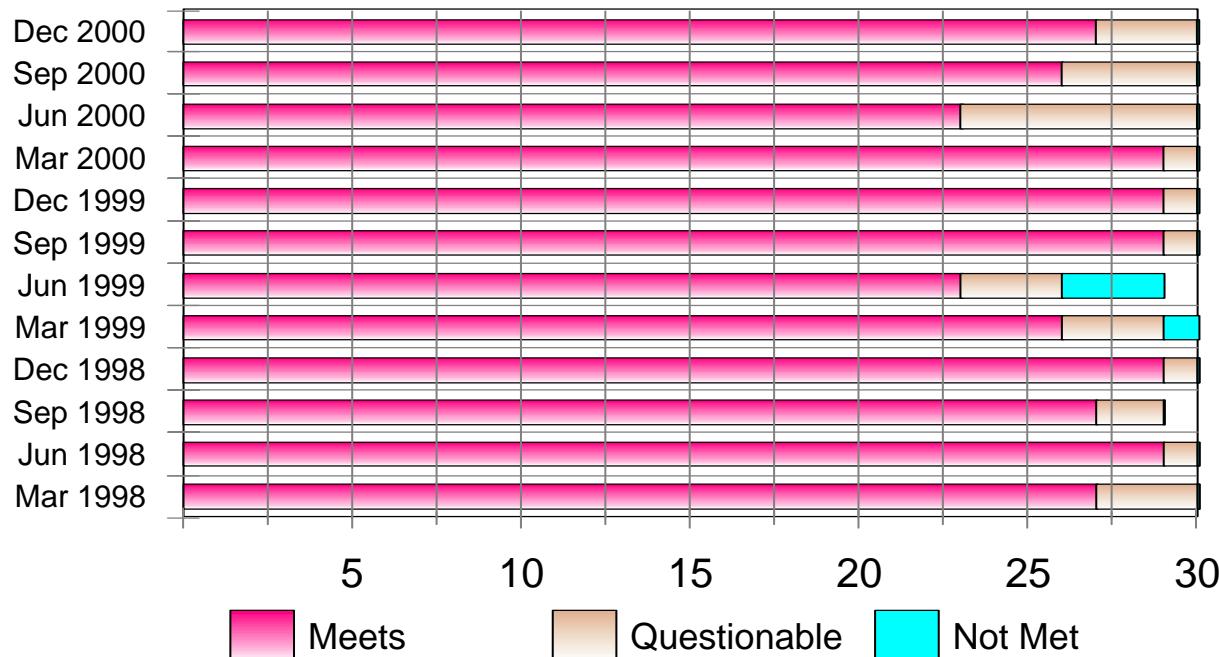
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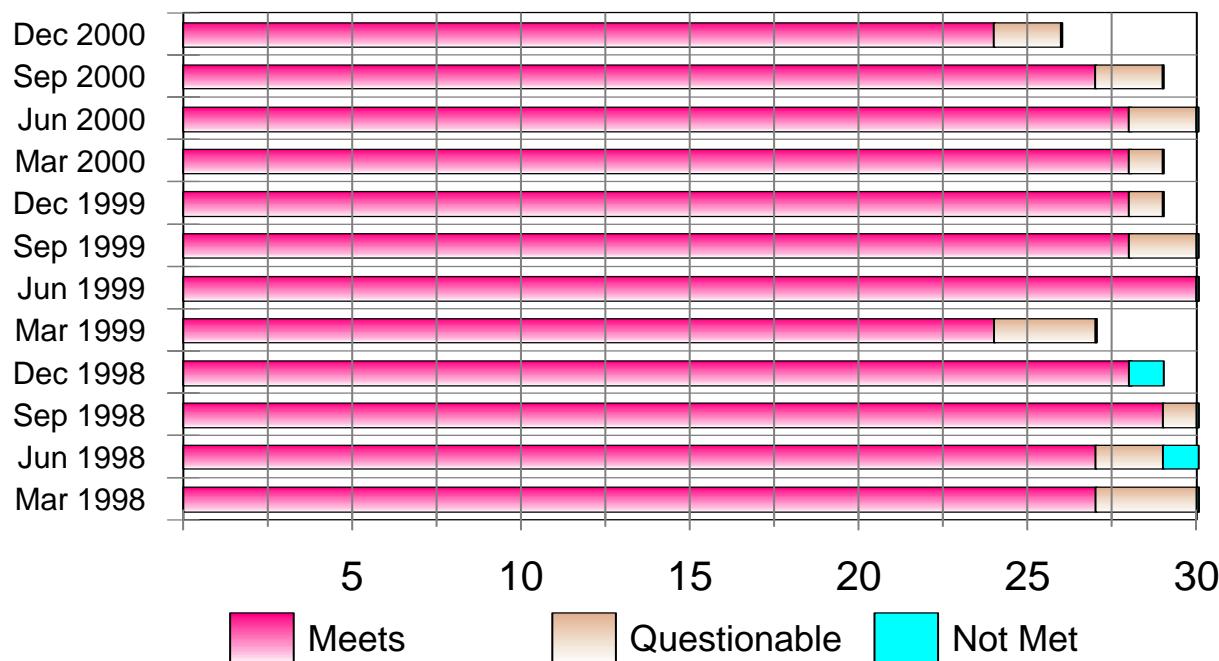
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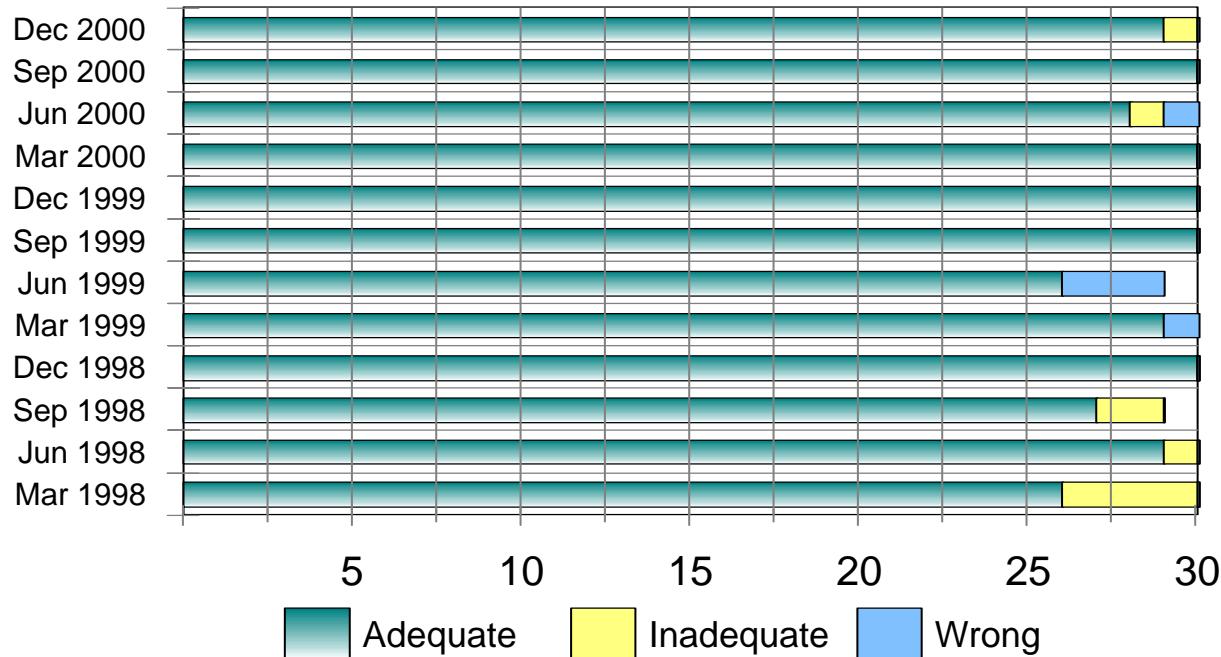
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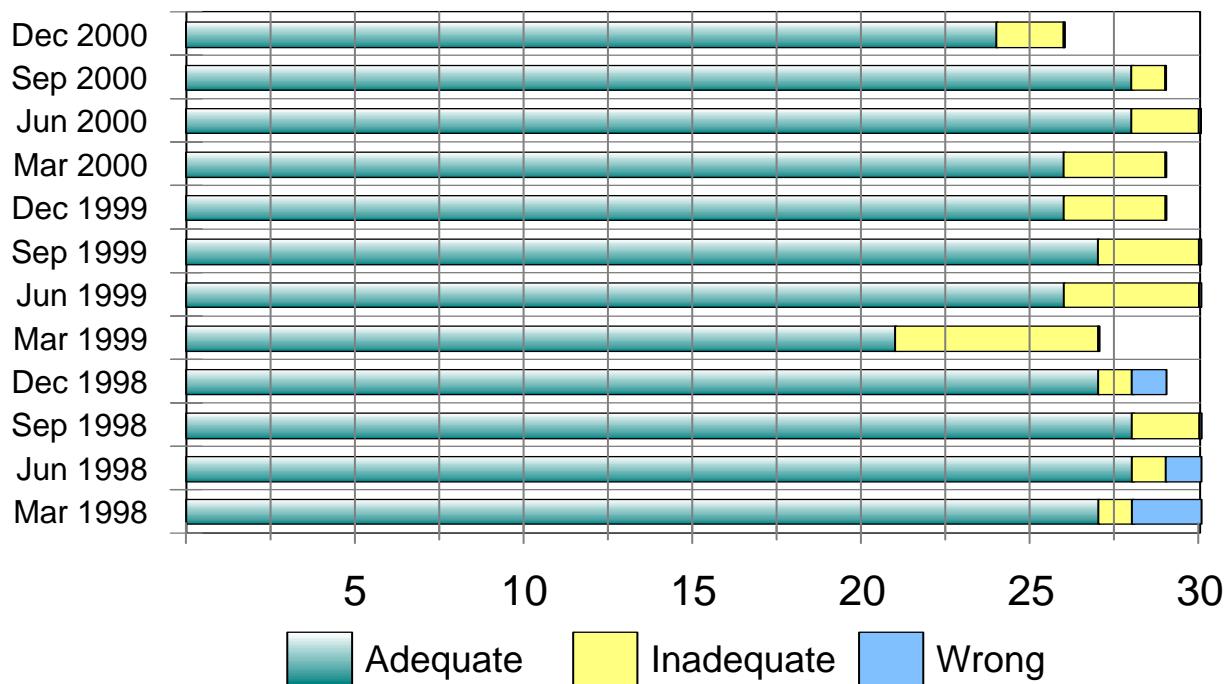
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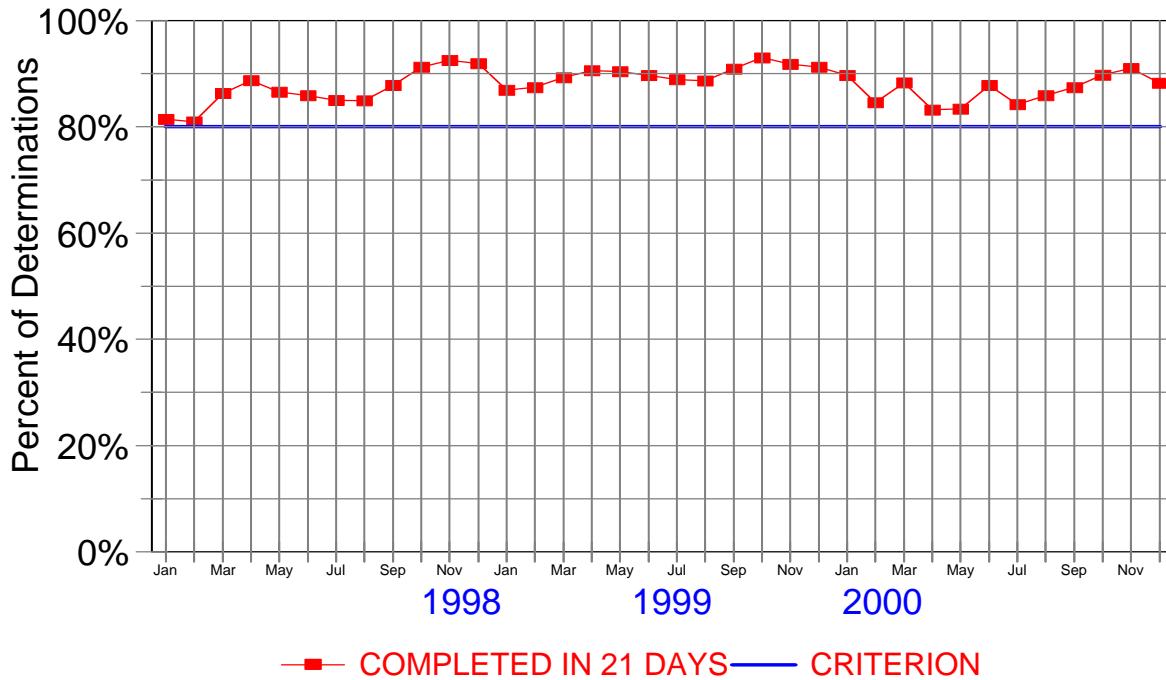
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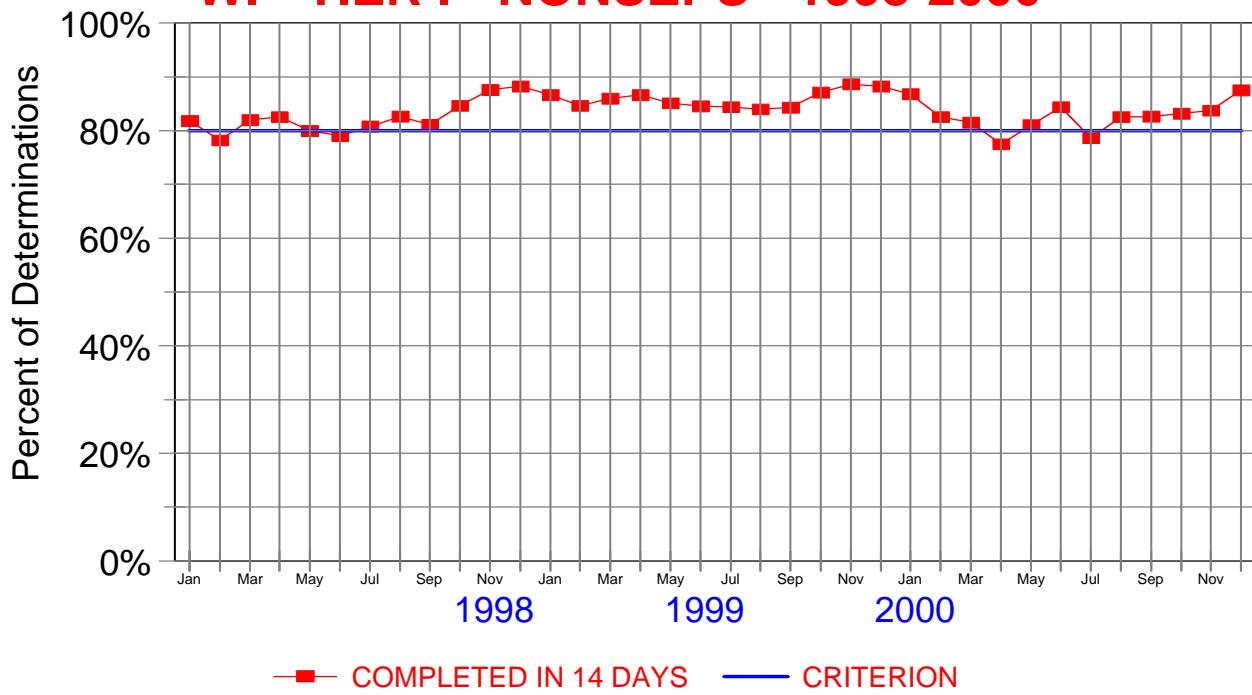
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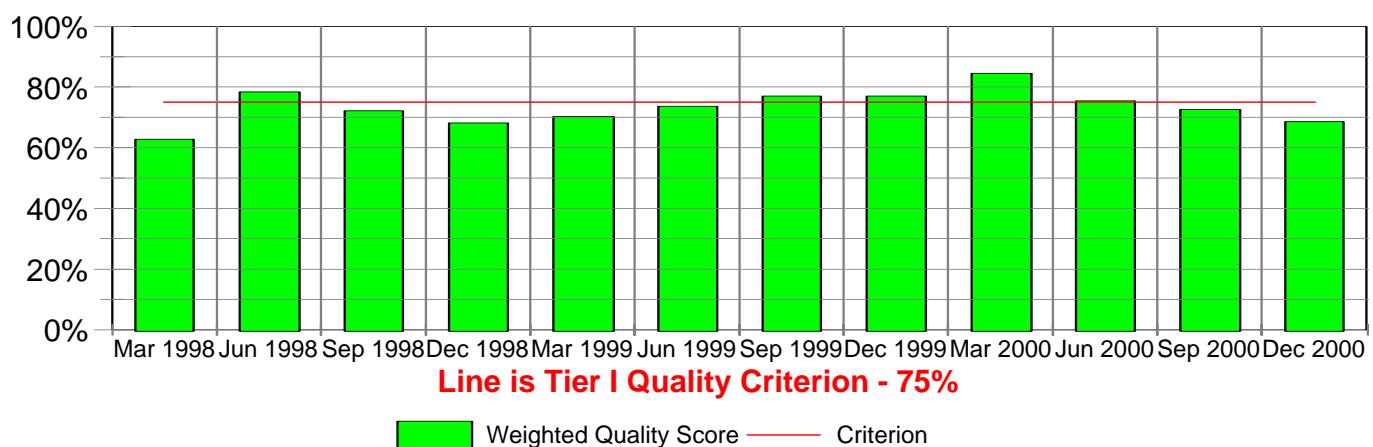
Nonmonetary Determinations Timeliness WI - TIER I - SEPARATIONS - 1998-2000



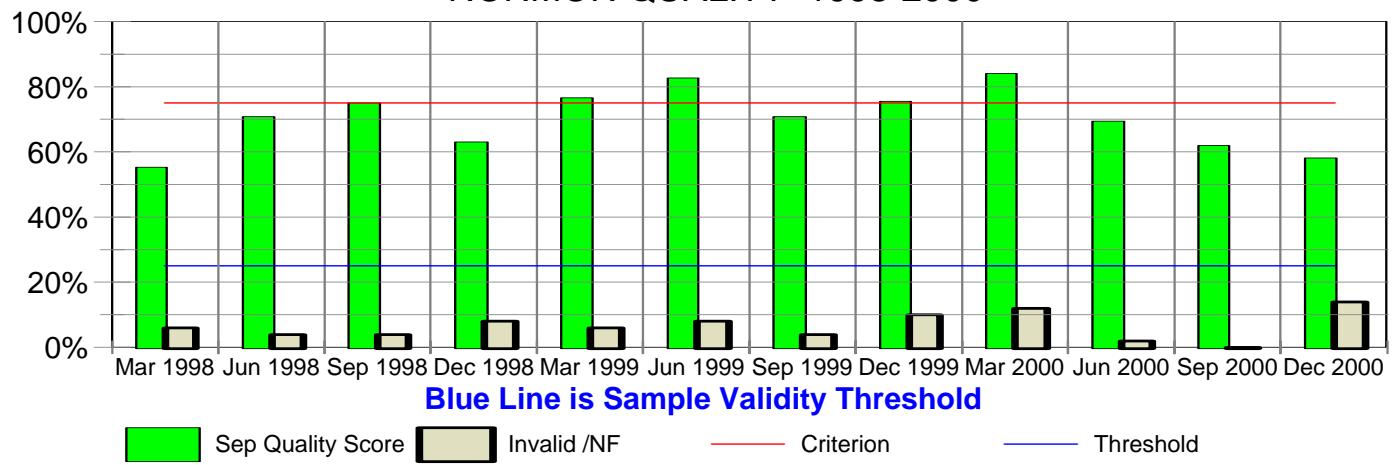
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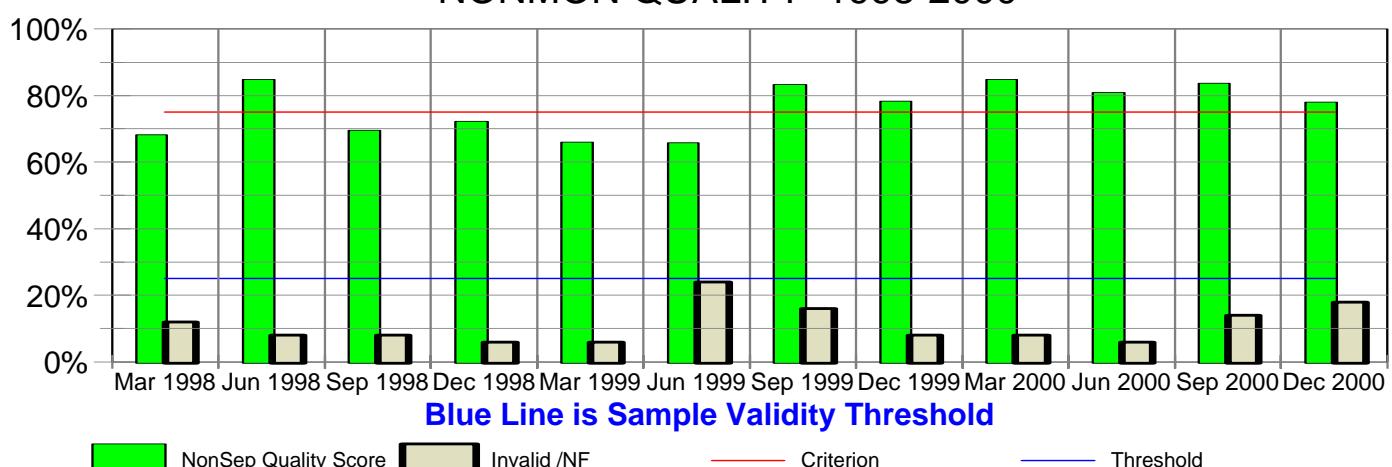
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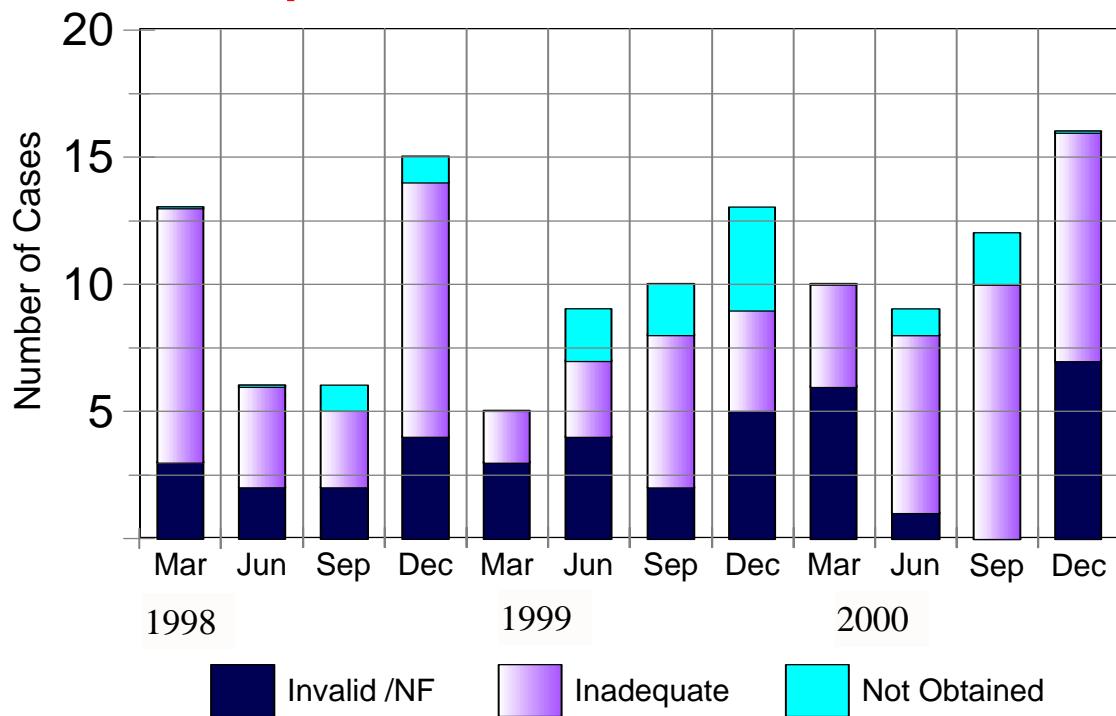
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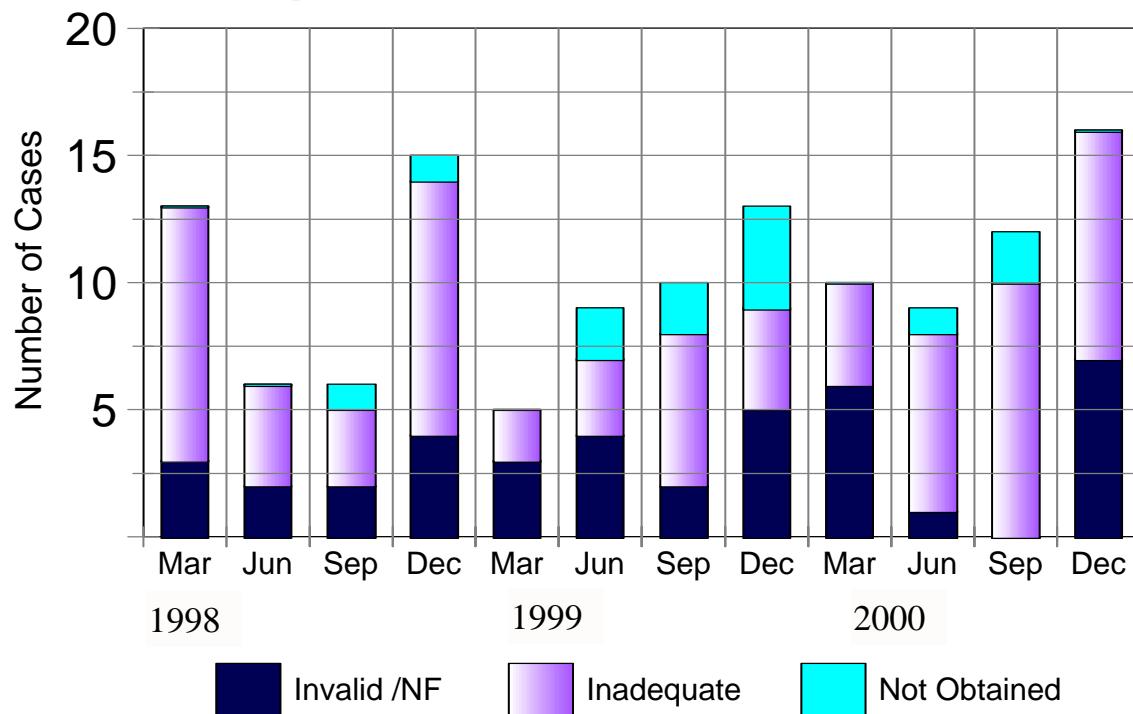
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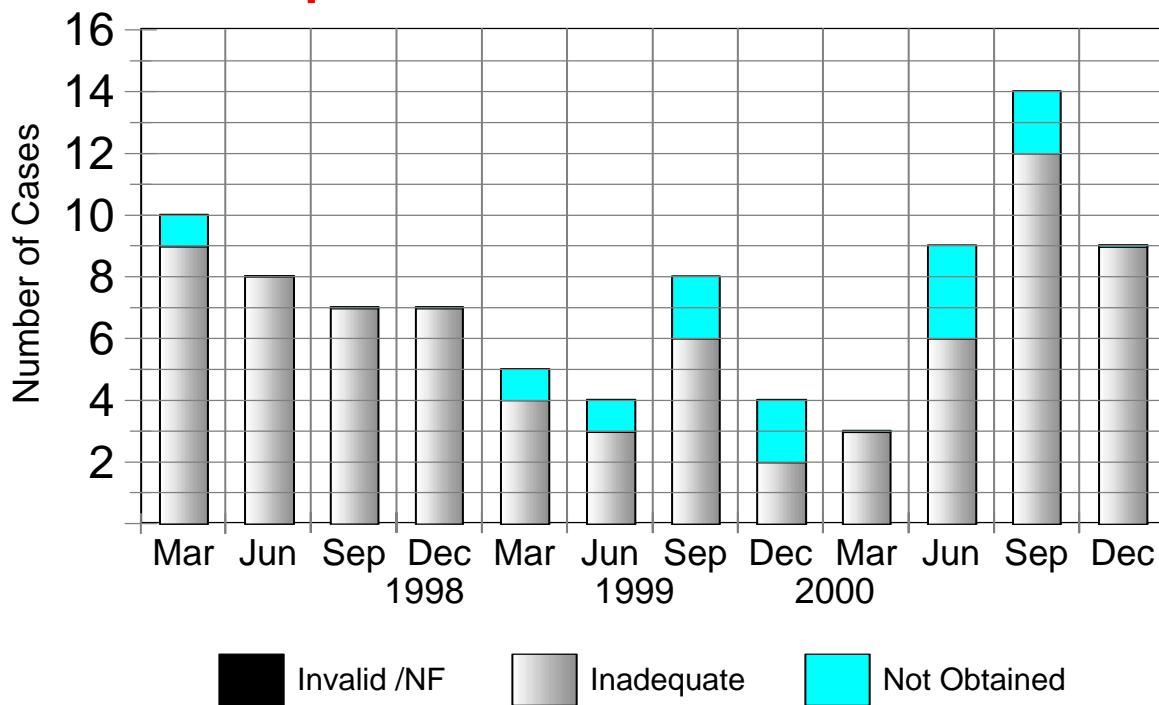
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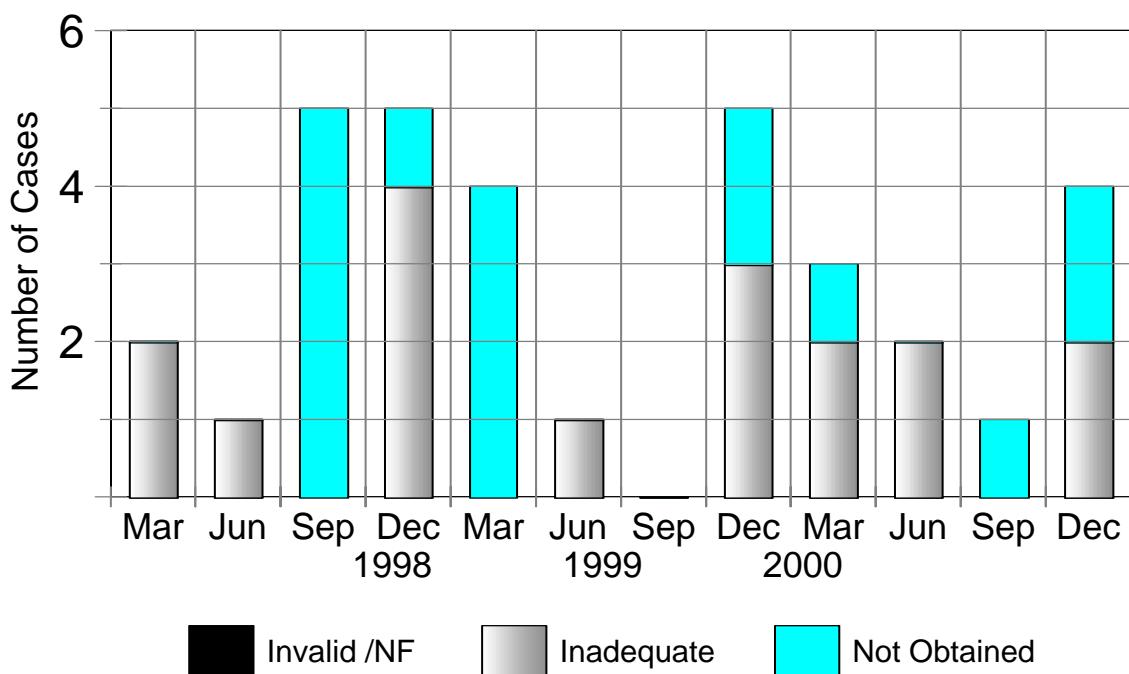
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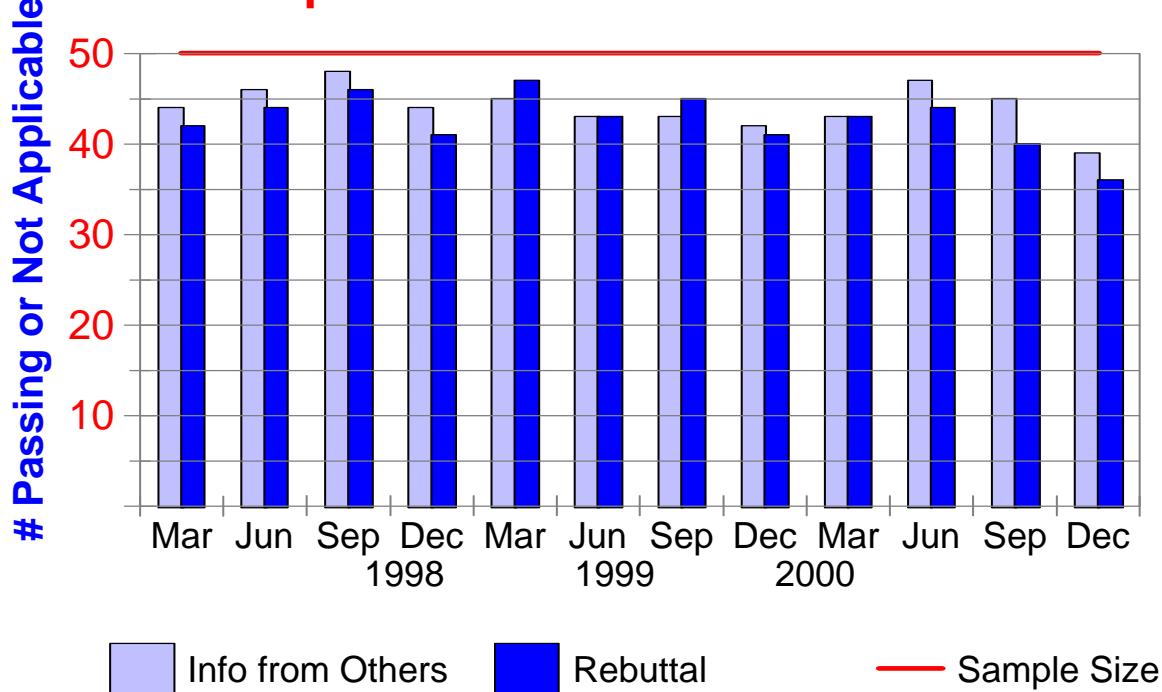
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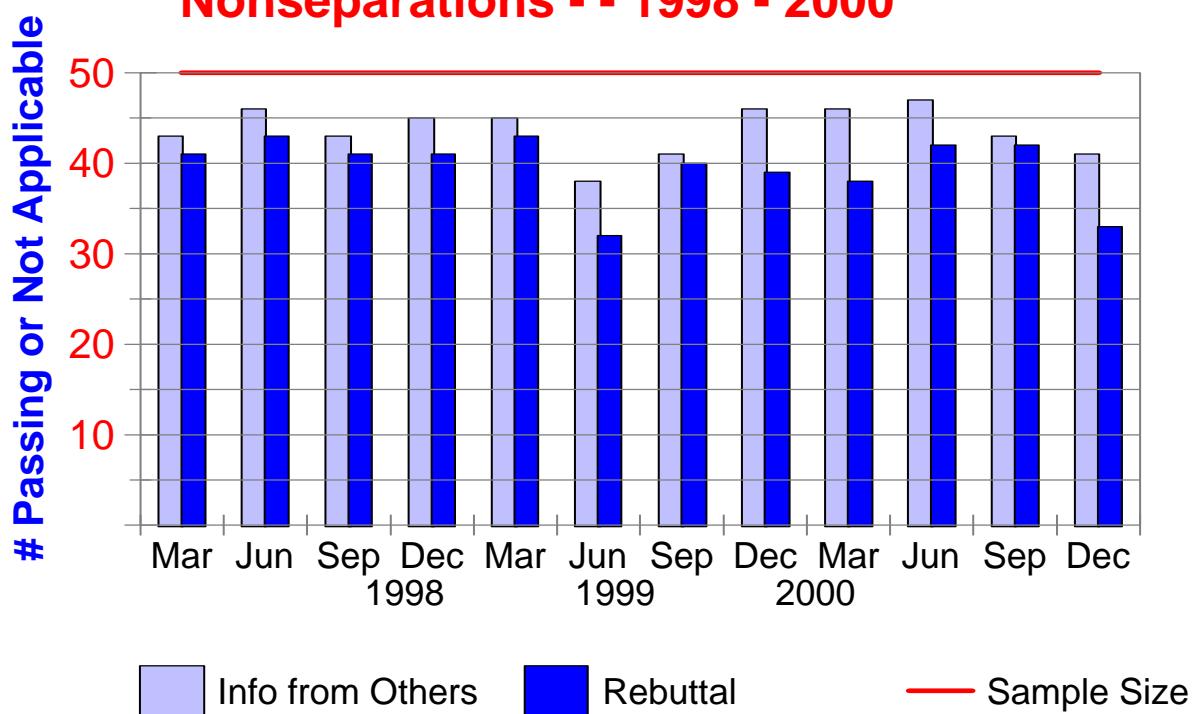
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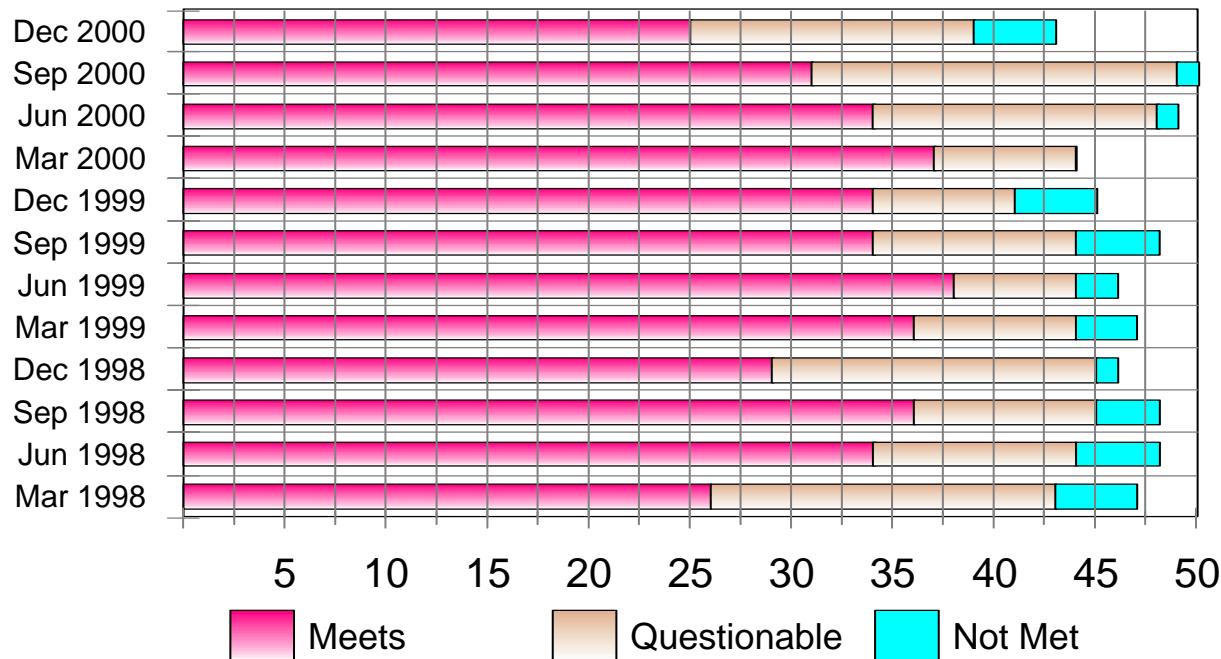
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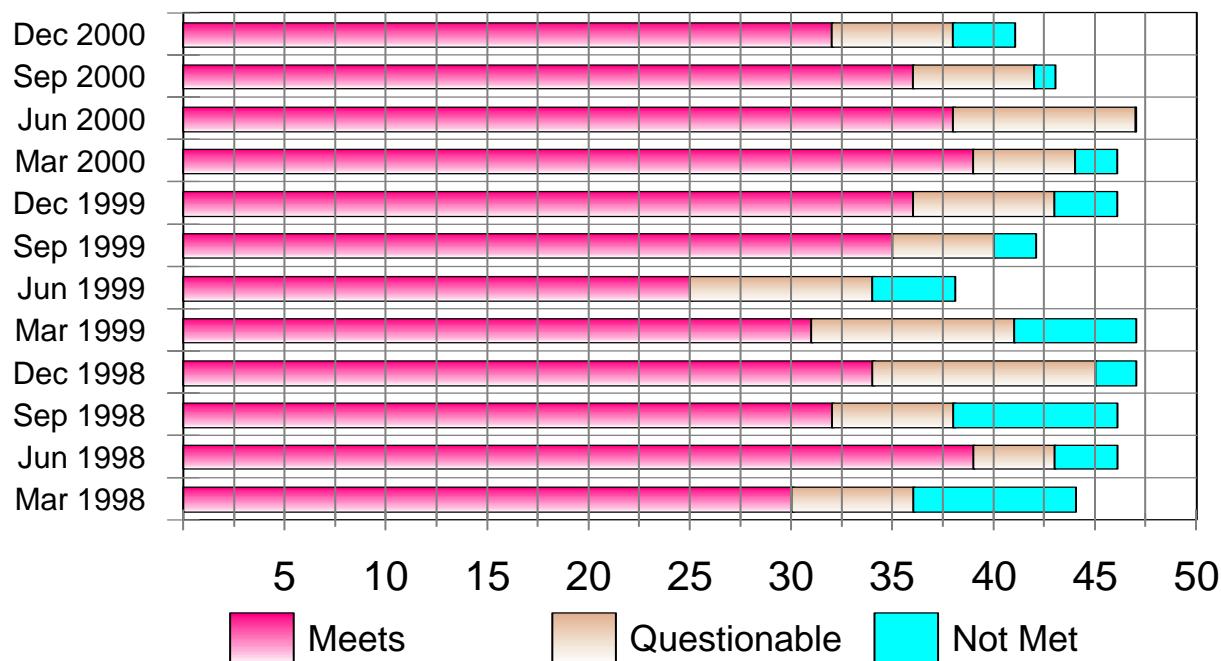
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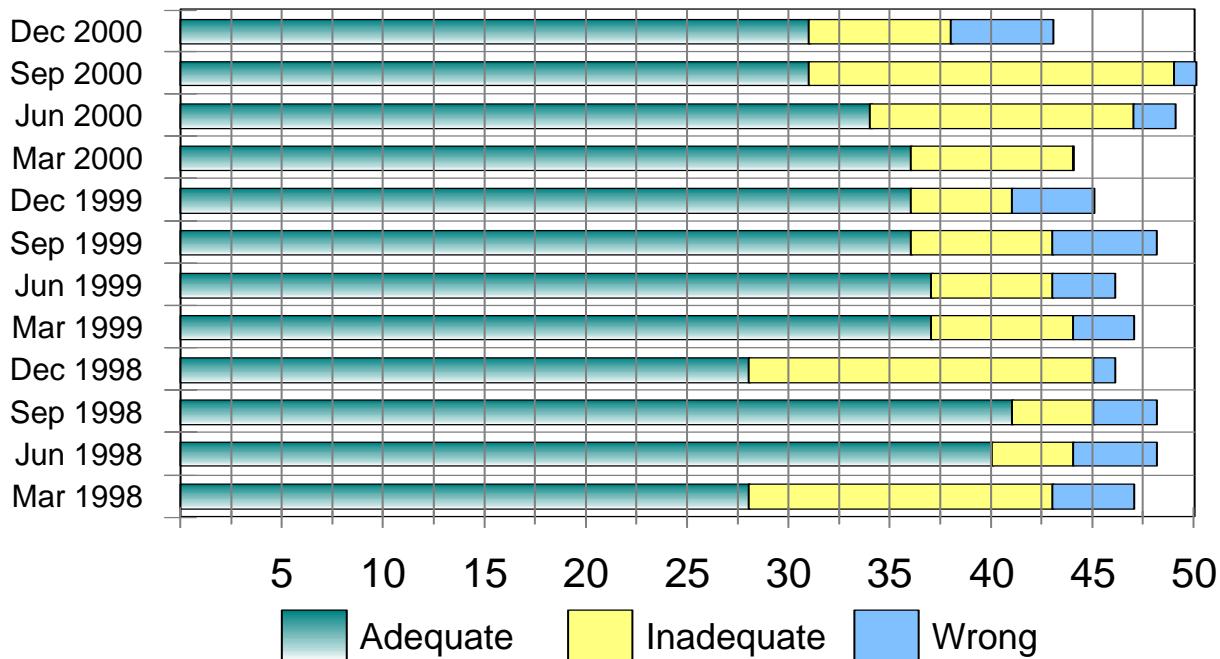
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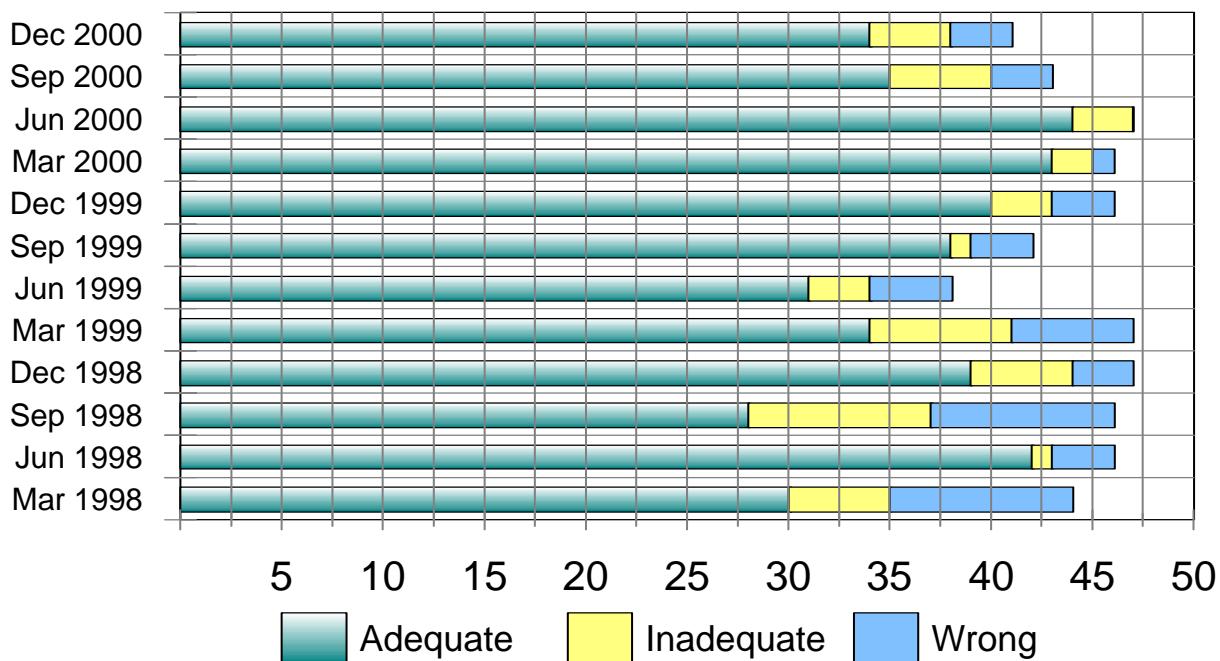
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WI - Written Determination - Results Separations - - 1998 - 2000

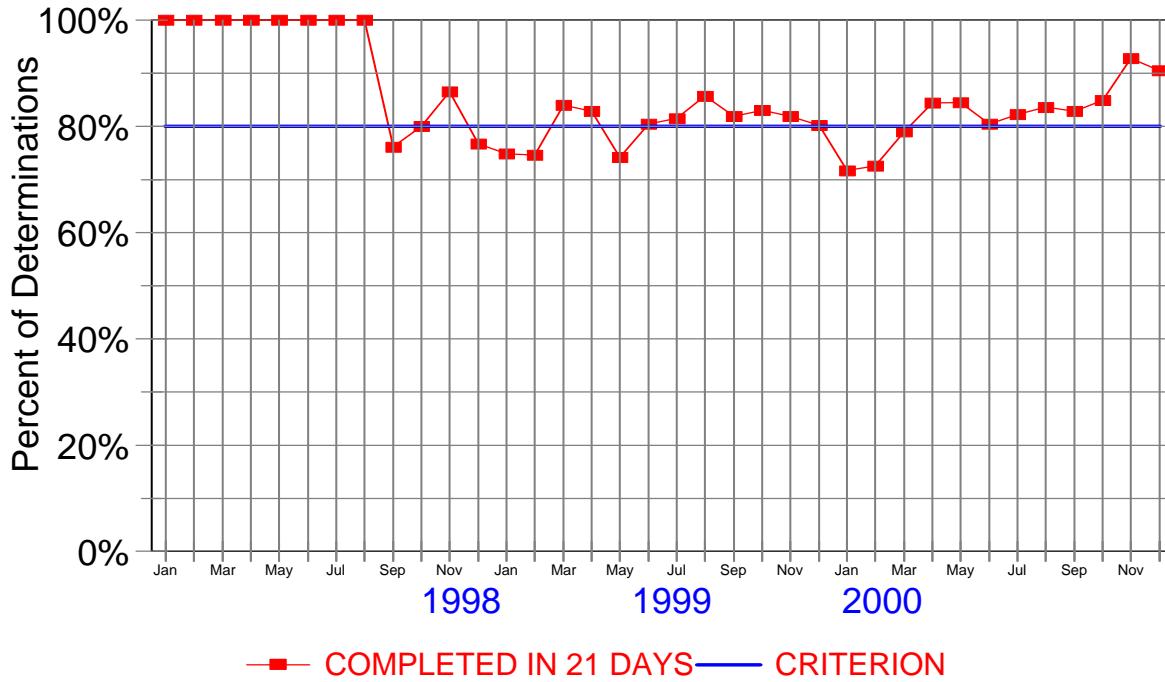


WI - Written Determination - Results Nonseparations - - 1998 - 2000

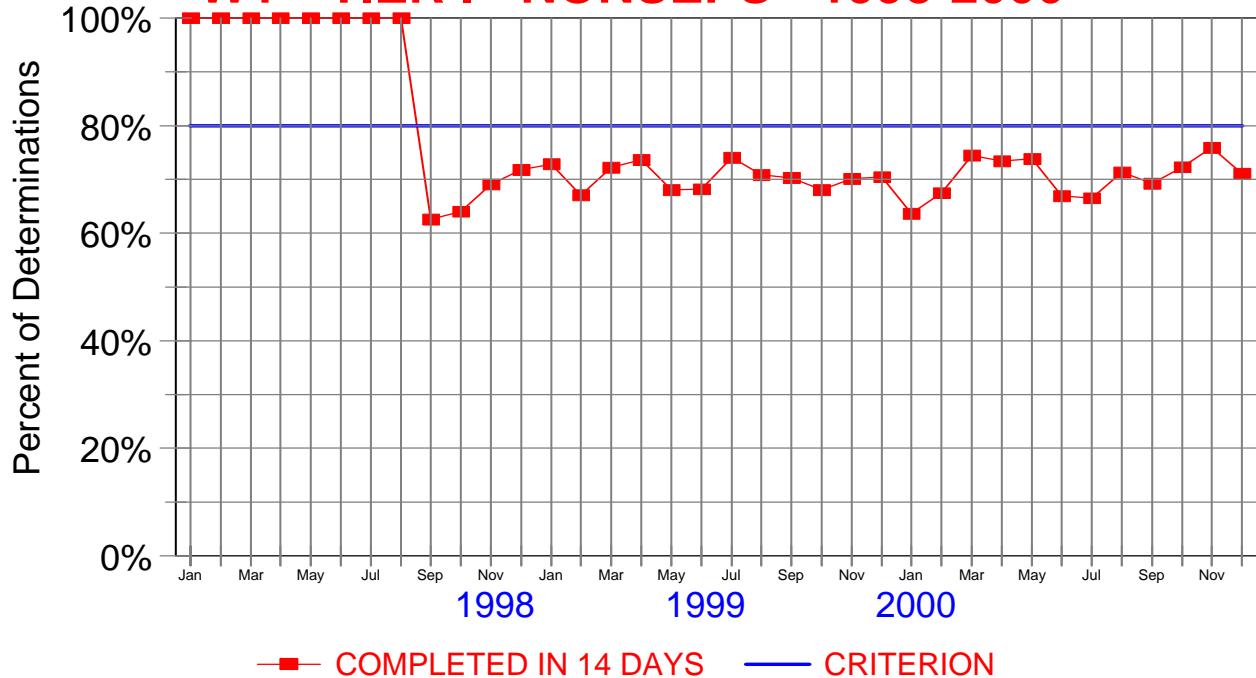


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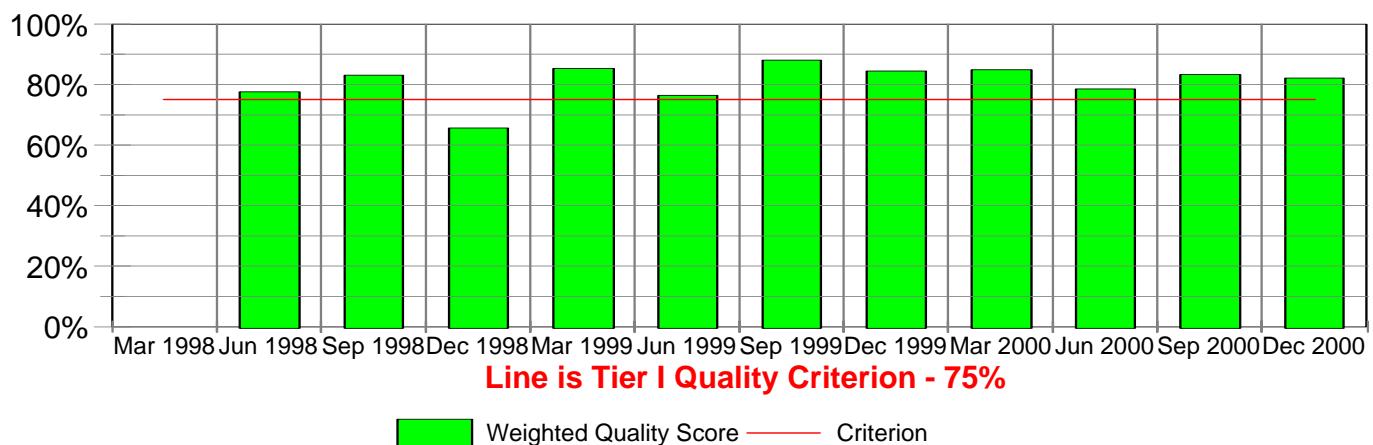
Nonmonetary Determinations Timeliness WY - TIER I - SEPARATIONS - 1998-2000



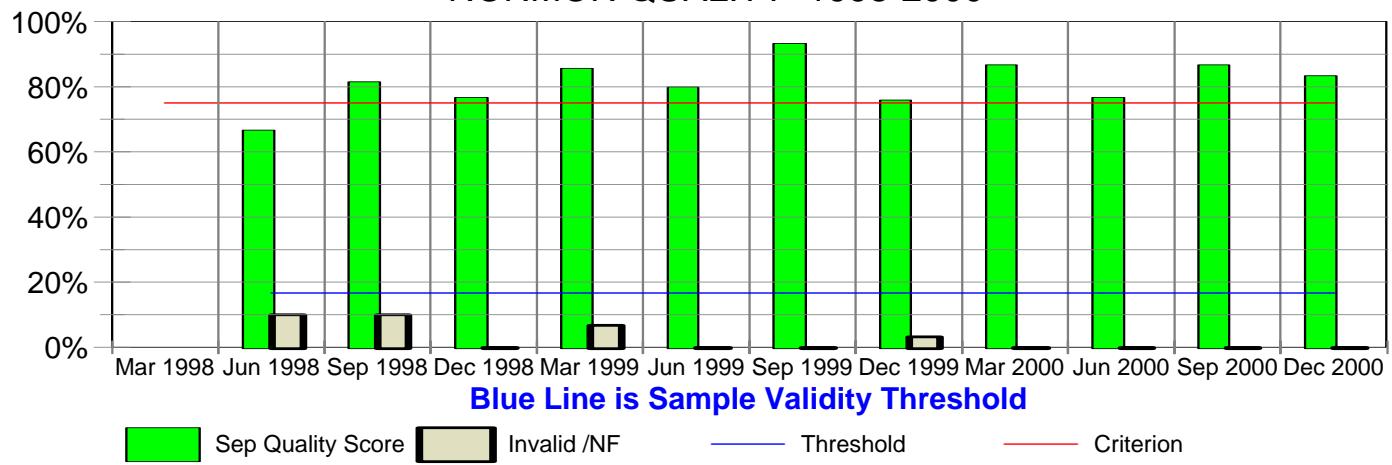
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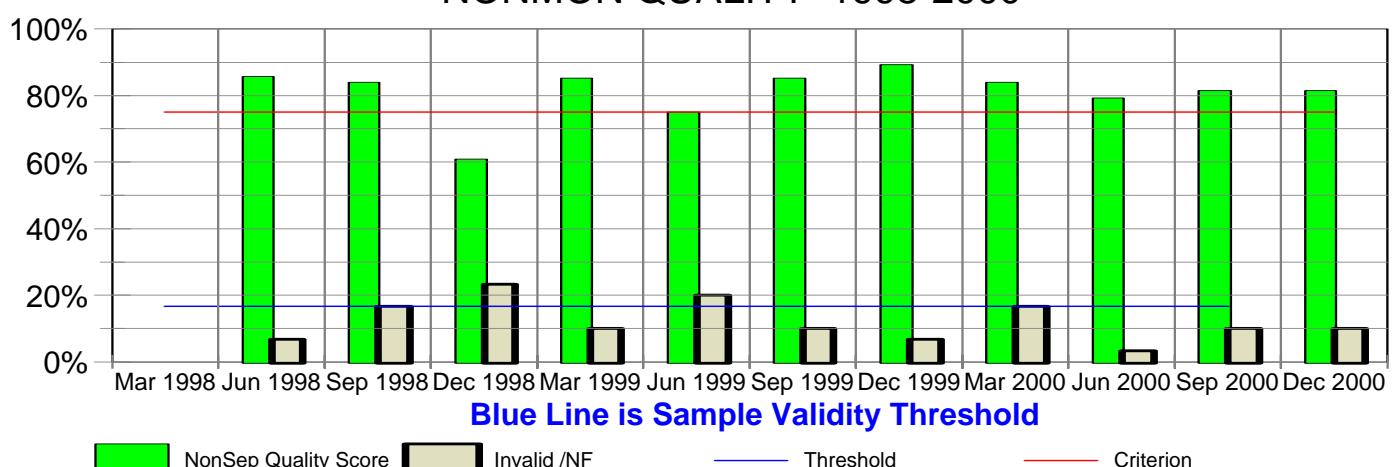
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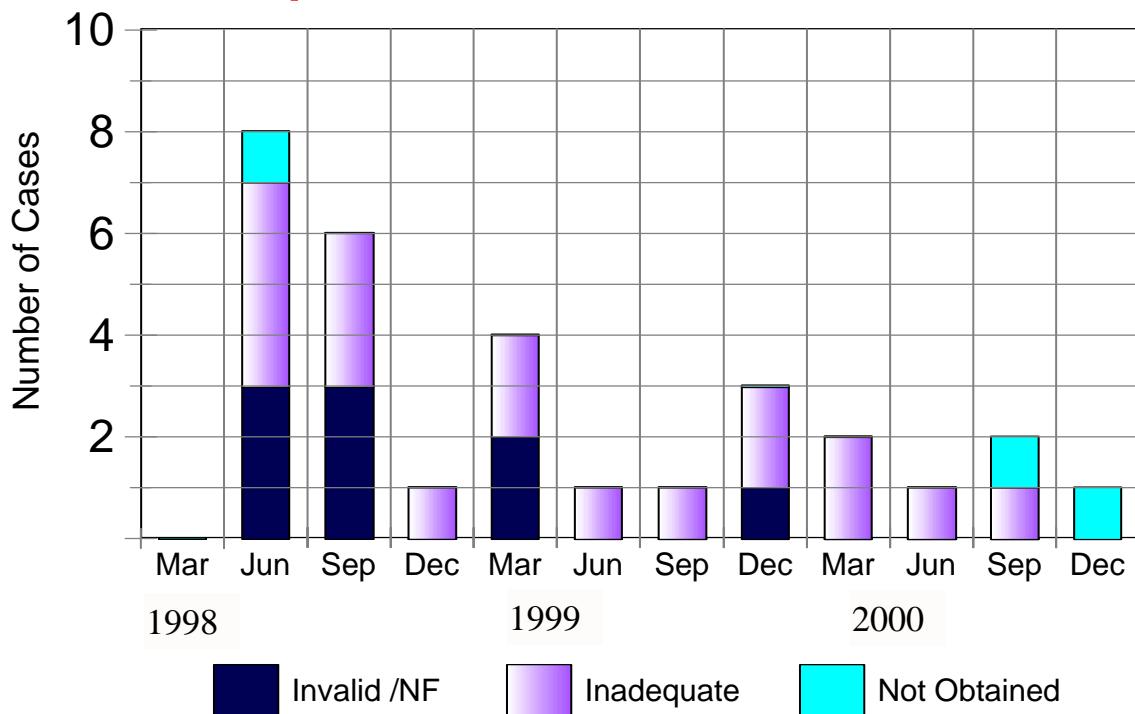
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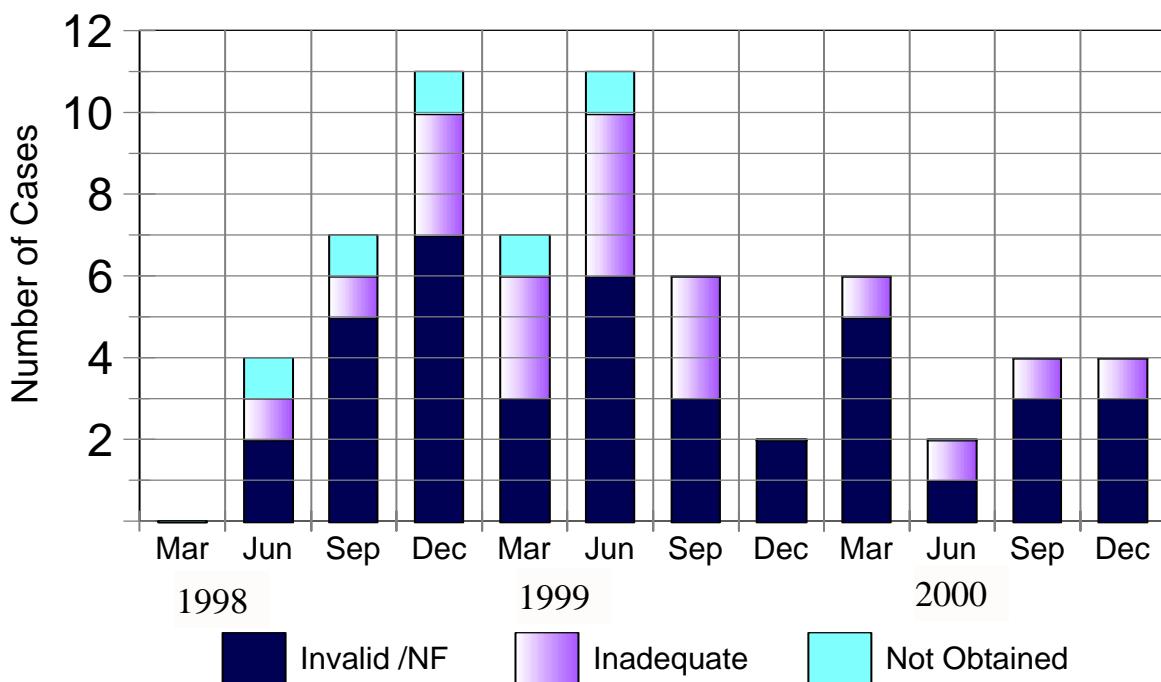
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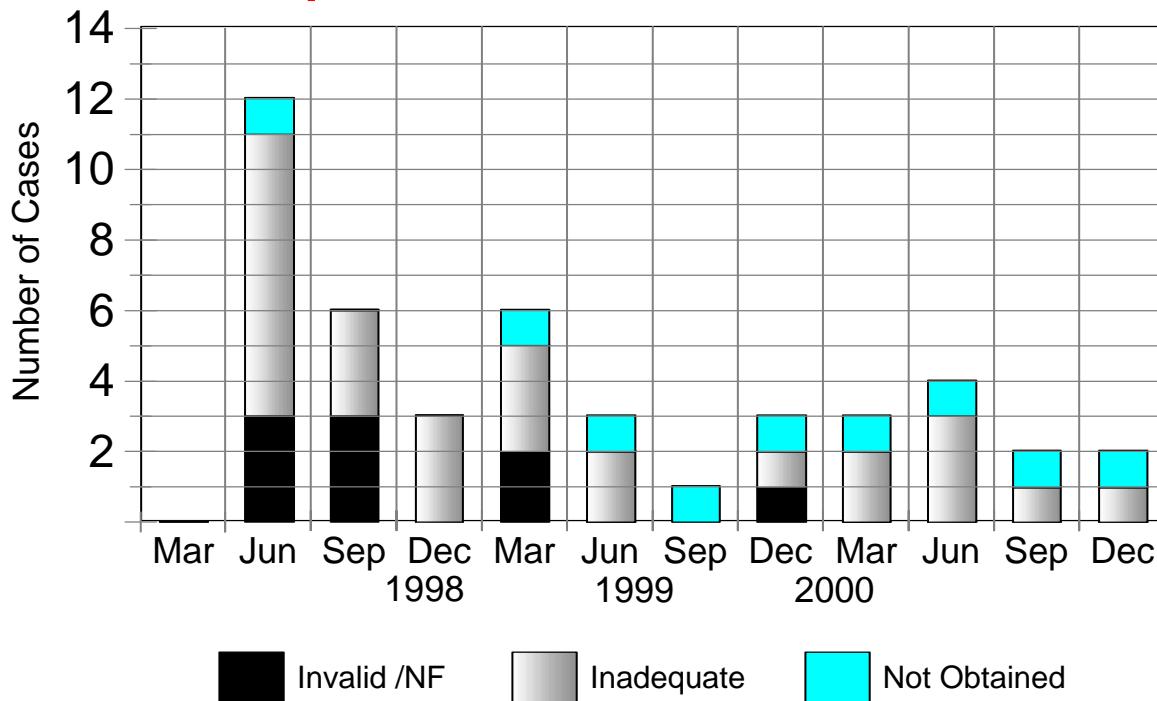
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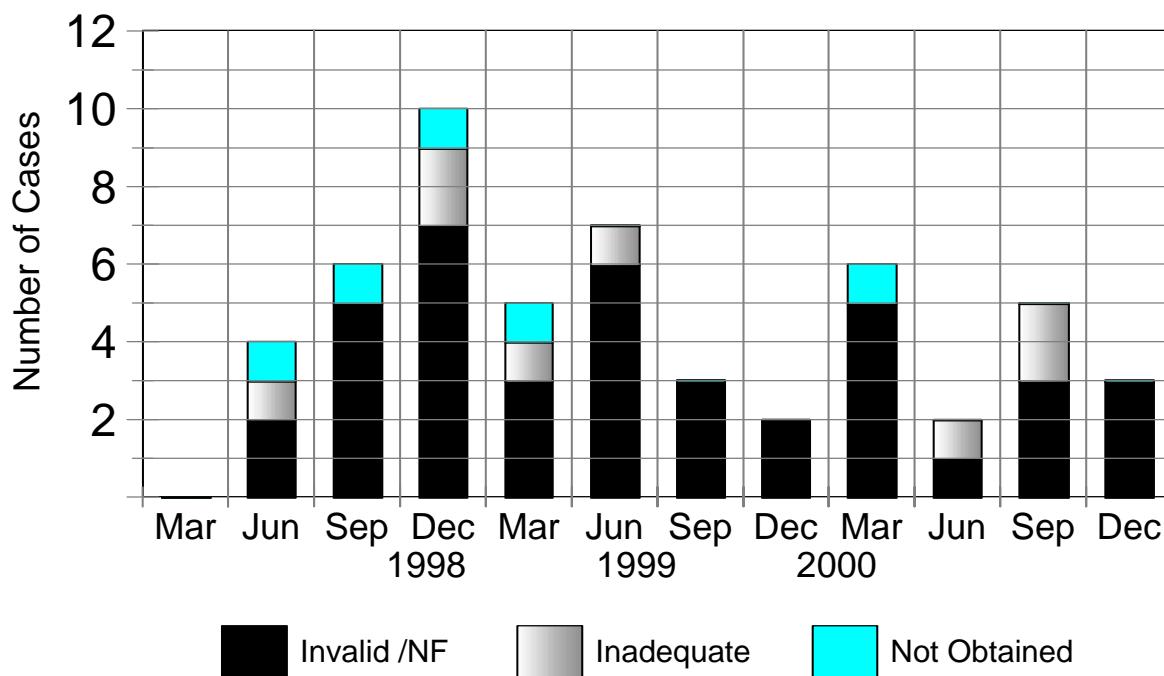
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WY - Employer Information Problems Separations - 1998 - 2000

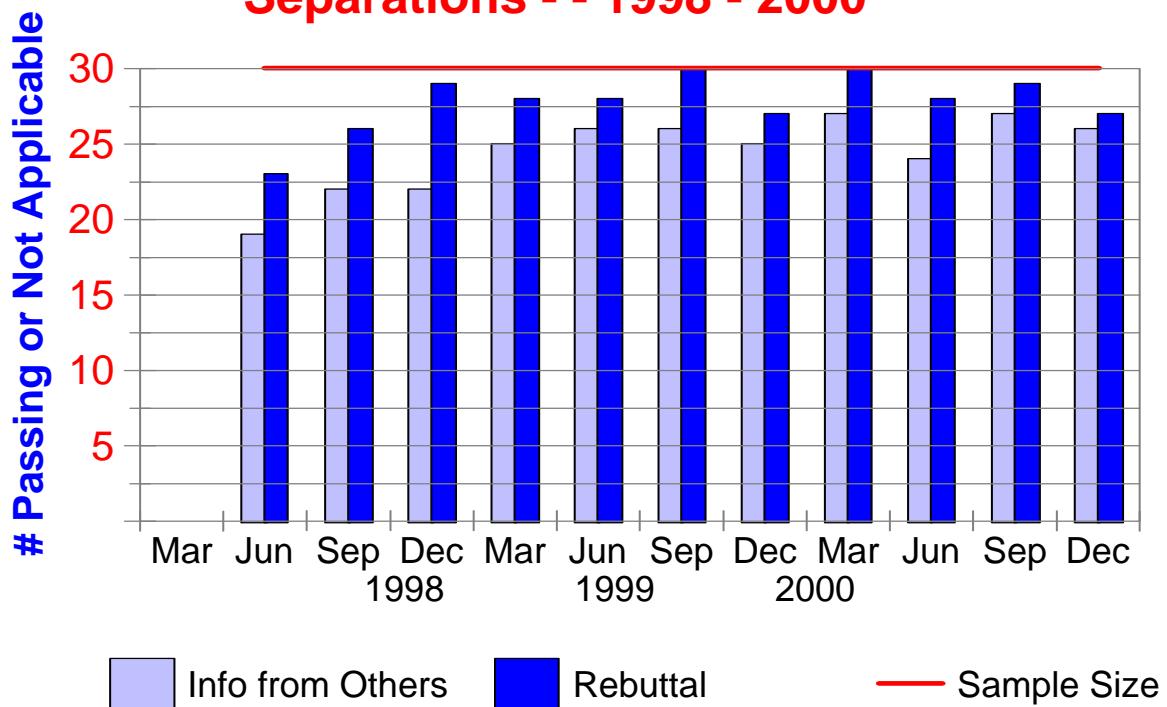


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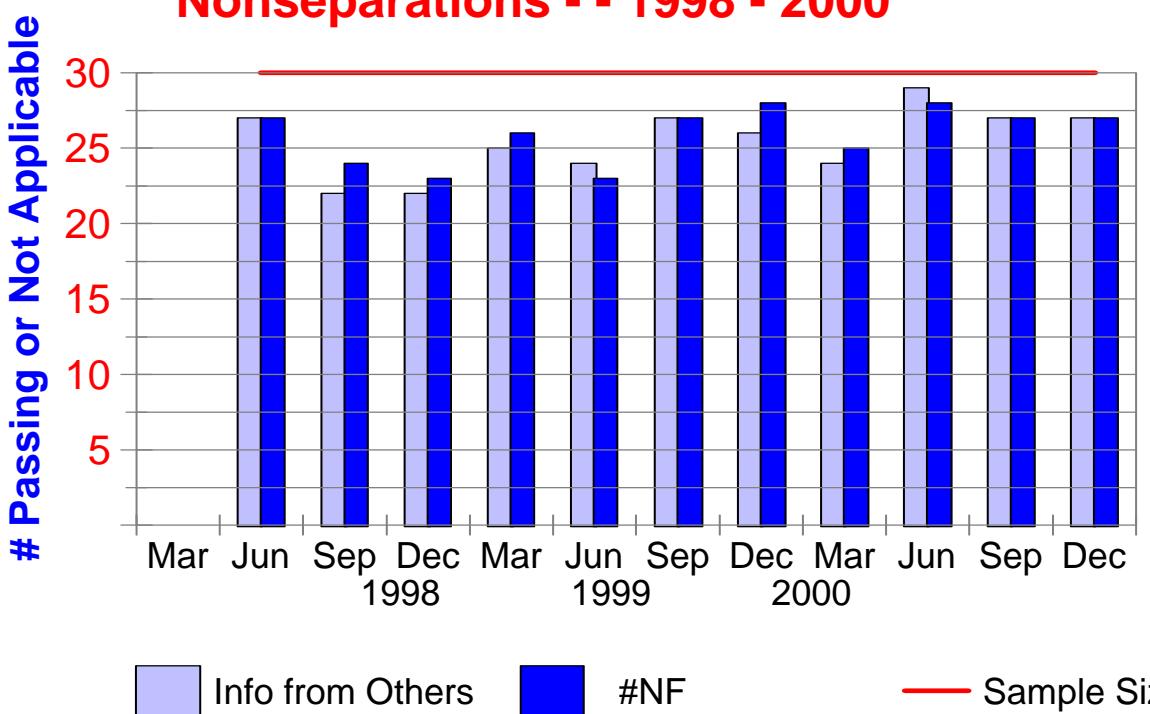
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Separations - - 1998 - 2000

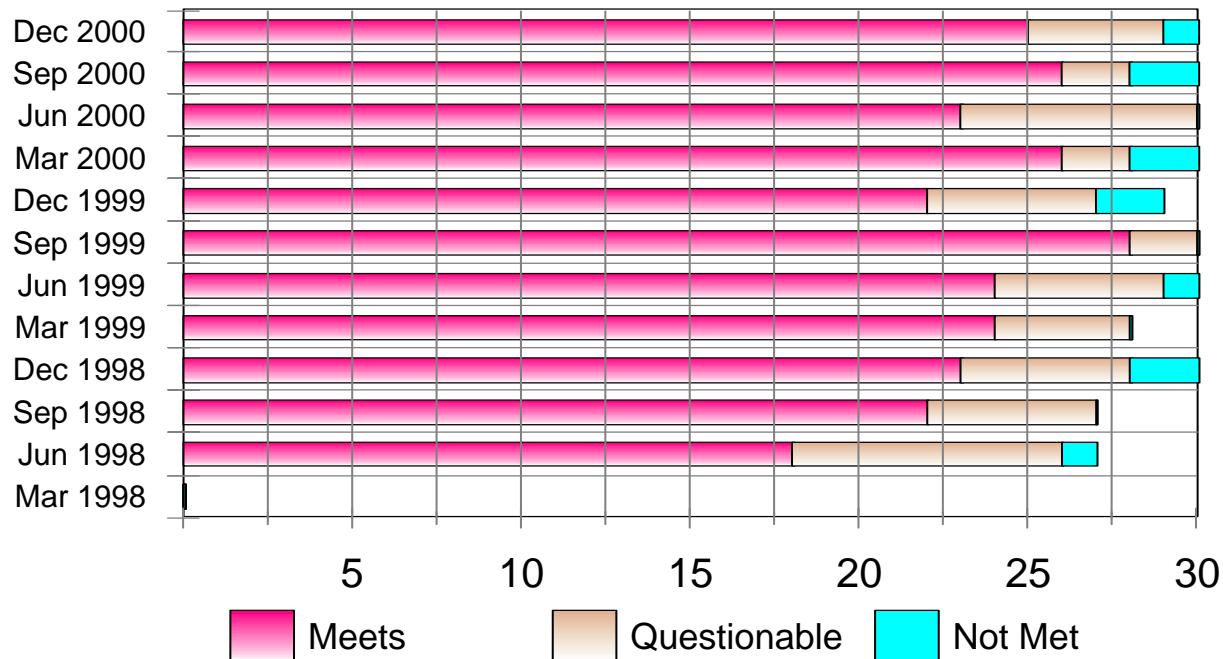


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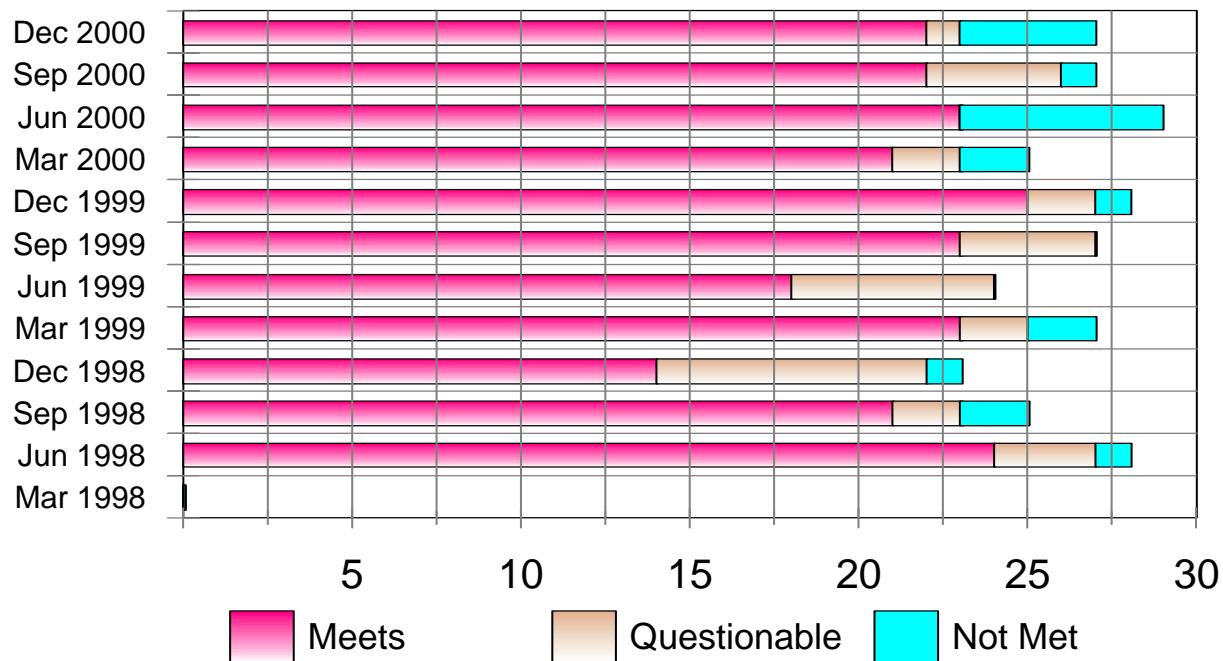
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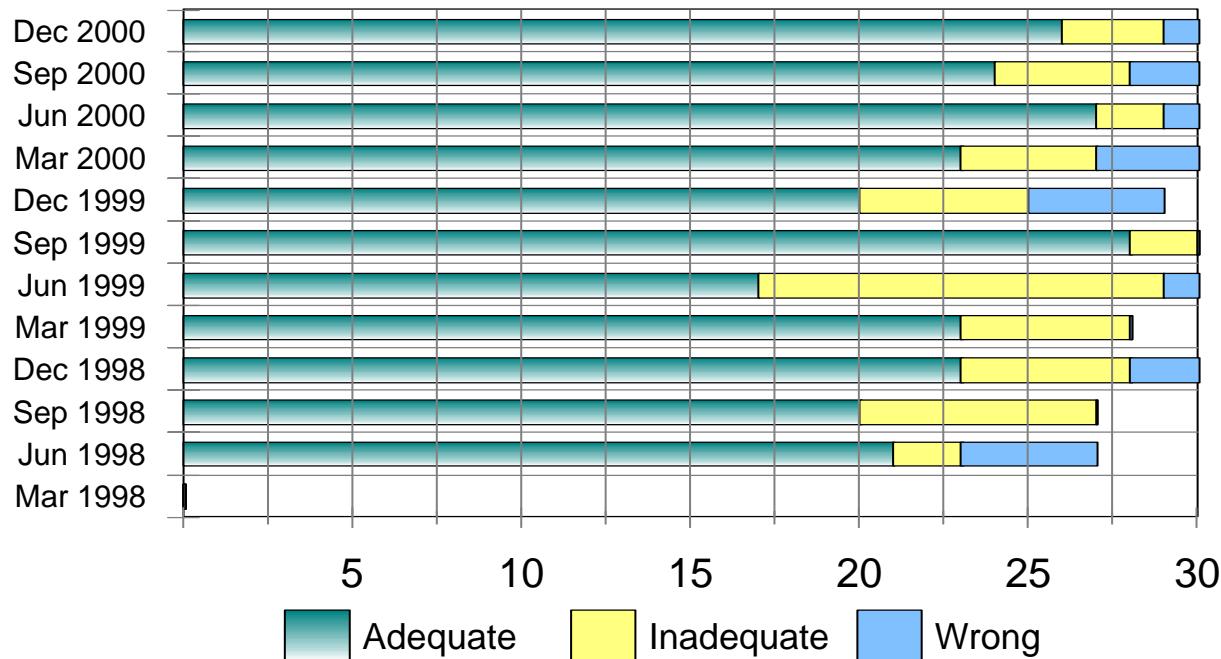
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WY - Meets Law & Policy - Results Nonseparations - - 1998 - 2000



WY - Written Determination - Results Separations - - 1998 - 2000



WY - Written Determination - Results Nonseparations - - 1998 - 2000

